PUSAT PERBUKUAN
Departemen Pendidikan Nasional

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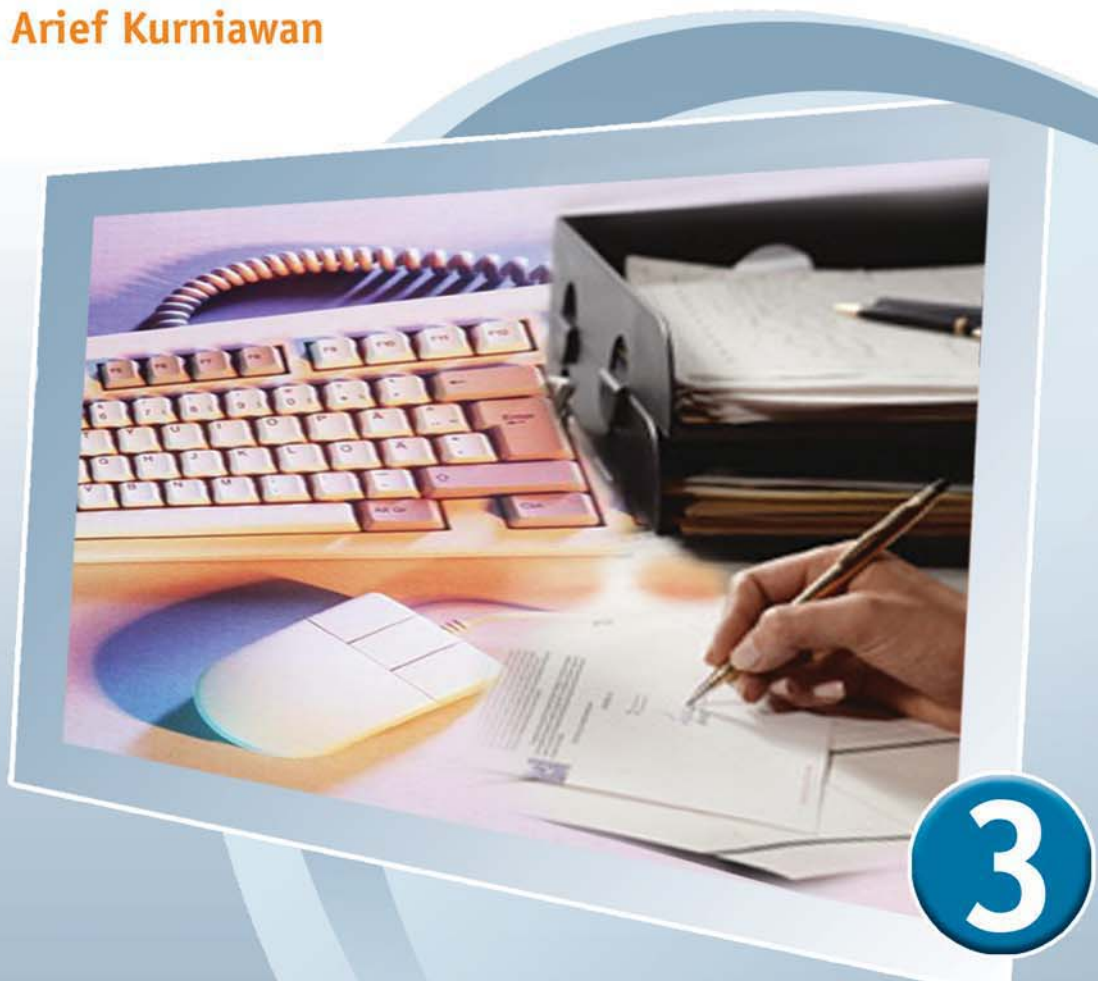
Communication Builder

English for Vocational School

for Intermediate Level (Grade XII)
Vocational School (SMK/MAK)

Eri Kurniawan
Arief Kurniawan



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Communication Builder: English for Vocational School for Intermediate Level (Grade XII) Eri Kurniawan and Arief Kurniawan

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English for Vocational School

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Eri Kurniawan
Arief Kurniawan

3

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Nasional dari Penerbit Setia Purna Inves

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English for Vocational School
for Intermediate Level (Grade XII)

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Tahun 2008

Diperbanyak oleh ...

Kata Sambutan

Puji syukur kami panjatkan ke hadirat Allah SWT, berkat rahmat dan karunia-Nya, Pemerintah, dalam hal ini, Departemen Pendidikan Nasional, pada tahun 2008, telah membeli hak cipta buku teks pelajaran ini dari penulis/penerbit untuk disebarluaskan kepada masyarakat melalui situs internet (website) Jaringan Pendidikan Nasional.

Buku teks pelajaran ini telah dinilai oleh Badan Standar Nasional Pendidikan dan telah ditetapkan sebagai buku teks pelajaran yang memenuhi syarat kelayakan untuk digunakan dalam proses pembelajaran melalui Peraturan Menteri Pendidikan Nasional Nomor 34 Tahun 2008.

Kami menyampaikan penghargaan yang setinggi-tingginya kepada para penulis/ penerbit yang telah berkenan mengalihkan hak cipta karyanya kepada Departemen Pendidikan Nasional untuk digunakan secara luas oleh para siswa dan guru di seluruh Indonesia.

Buku-buku teks pelajaran yang telah dialihkan hak ciptanya kepada Departemen Pendidikan Nasional ini, dapat diunduh (down load), digandakan, dicetak, dialihmediakan, atau difotokopi oleh masyarakat. Namun, untuk penggandaan yang bersifat komersial harga penjualannya harus memenuhi ketentuan yang ditetapkan oleh Pemerintah. Diharapkan bahwa buku teks pelajaran ini akan lebih mudah diakses sehingga siswa dan guru di seluruh Indonesia maupun sekolah Indonesia yang berada di luar negeri dapat memanfaatkan sumber belajar ini.

Kami berharap, semua pihak dapat mendukung kebijakan ini. Kepada para siswa kami ucapkan selamat belajar dan manfaatkanlah buku ini sebaik-baiknya. Kami menyadari bahwa buku ini masih perlu ditingkatkan mutunya. Oleh karena itu, saran dan kritik sangat kami harapkan.

Jakarta, Juli 2008
Kepala Pusat Perbukuan

Preface

Education has a strategic role in the development of a nation. The quality of the human resources of a nation can be improved by education. Thus national education has to be able to ensure the equality in opportunity to get an education, the improvement of education quality, the improvement of education relevance, and the improvement of efficiency of education management.

To achieve the good quality of national education, it is needed to arrange and implement the eight national standards of education, which are: the standard of content, the standard of process, the standard of graduate competence, the standard of educator and educational staff, the standard of facilities and infrastructures, the standard of management, the standard of finance and the standard of educational assessment.

Communication Builder: English for Vocational School for Intermediate Level (Grade XII) meets the objectives. It aims to assist you in learning processes by providing a number of learning materials and activities that will improve your English proficiency. The activities, exercises and text choices are deliberately customized to be suitable in any vocational contexts, such as engineering, economics, agriculture, tourism and other vocational contexts.

Communication Builder: English for Vocational School for Intermediate Level (Grade XII) is composed based on literacy-based approach for all vocational competence programmes in which you will find activities which are systematically arranged in harmony with the learning process. The process is to bridge the students background knowledge and experiences with the materials to be given, expose you to authentic materials of language use, and have you work on activities both individually and in groups.

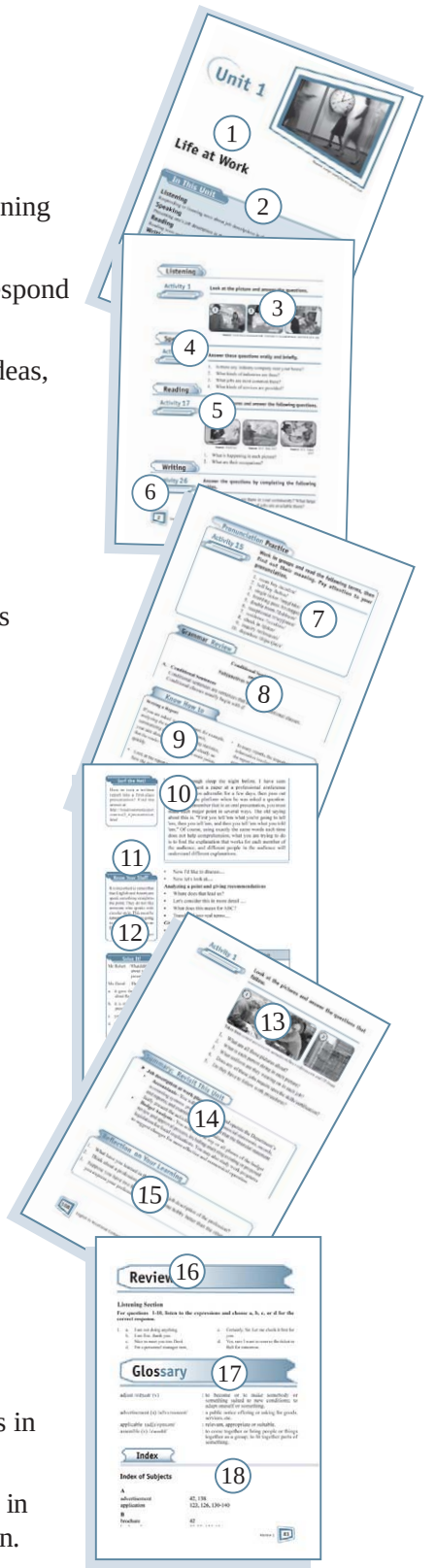
Last but not least, the writers are very grateful to all people who have helped and given their input, support and encouragement. We would like to thank PT Setia Purna Inves, especially the editors and team, for facilitating us to publish our work. Hopefully, this book will help you learn English in a communicative way.

Bandung, July 2008

Writers

Book Components

1. **Picture and Title of Unit** introduce the topic in the unit.
2. **In This Unit** provides advance information about the learning materials of the four language skills.
3. **Listening** focuses on the competence to understand and respond to various texts in the forms of dialogs and monologs.
4. **Speaking** focuses on the competence to express feeling, ideas, and action through dialogs and monologs.
5. **Reading** emphasizes the ability to understand nuances of meaning and elements of various written texts.
6. **Writing** emphasizes the ability to express nuances of meaning in the form of written texts.
7. **Pronunciation Practice** helps you pronounce certain words taken from the texts.
8. **Grammar Review** helps you develop further practice in using suggested language components or structure.
9. **Know How to** is intended to stimulate your ability to develop you life skills and independence
10. **Surf the Net!** informs you the web sites that contain the topic of the unit.
11. **Know Your Stuff** provides interesting facts, tips, and information about the topic being discussed.
12. **Solve It!** challenges you to find the answer of a question taken from national exam.
13. **Pictures** illustrate the materials being learned to support a communicative learning process.
14. **Summary: Revisit This Unit** is a short account which gives the main points learned in each unit.
15. **Reflection on Your Learning** is a self check on the progress of the book user after learning one unit.
16. **Review** helps you check the progress after learning some units.
17. **Glossary** is a list that contains some key words of the texts in the book.
18. **Index** is an alphabetical list of learning materials and authors in the book, with the number of the page that each one appears on.



Contents

Kata Sambutan iii

Preface iv

Book Components v

Unit 1

Life at Work 1

Listening 2

Responding to listening texts about job descriptions in the workplace 2

Speaking 6

Presenting one's job description at workplace 8

Reading 9

Reading texts and information about job descriptions 10

Writing 12

Completing texts and composing a complete description of each job 13

Summary: Revisit This Unit 18

Reflection on Your Learning 18

Unit 2

Dealing with Clients 19

Listening 20

Responding to dialogs about reservations 22

Speaking 25

Making reservations 27

Reading 28

Identifying the main ideas and supporting ideas of texts about reservations 30

Writing 33

Writing a reply to a reservation letter and completing reservation forms 31

Summary: Revisit This Unit 38

Reflection on Your Learning 38

Unit 3

How's the Progress? 39

Listening 40

Identifying and noting down expressions used in presentation 41

Speaking 42

Presenting a report using functional expressions in front of the class 44

Reading 45

Reading and comprehending texts about reports 48

Writing 53
Making a rough draft of a report based on outlines 55
Summary: Revisit This Unit 57
Reflection on Your Learning 58

Unit 4

How Do You Operate This Machine? 59
Listening 60
Responding to spoken manuals 61
Speaking 62
Giving instructions based on a user manual 63
Reading 64
Comprehending a user manual 66
Writing 70
Writing down the instruction on how to operate something 72
Summary: Revisit This Unit 74
Reflection on Your Learning 74

Review 1 75

Unit 5

Dear Sir ... 83
Listening 84
Responding to business letters read by someone 85
Speaking 86
Reporting the content of a business letter by own words 89
Reading 90
Comprehending the content of business letters 91
Writing 94
Identifying the parts of a business letter 95
Summary: Revisit This Unit 100
Reflection on Your Learning 100

Unit 6

Keep Up the Good Work 101
Listening 102
Responding to procedures read by someone 103
Speaking 104
Explaining a guideline or a procedure 105
Reading 107
Comprehending the text about SOP 108
Writing 111
Writing parts of SOP according to given example 112
Summary: Revisit This Unit 116
Reflection on Your Learning 116

Unit 7

Sincerely Yours 117
Listening 118
Responding to various business letters read by someone 119
Speaking 120
Creating a dialogue about job interviews 121
Reading 122
Comprehending the content of an application letter and the reply 124
Writing 127
Composing the reply of a business letter 129
Summary: Revisit This Unit 134
Reflection on Your Learning 134

Review 2 135
Bibliography 143
Photo Credits 145
Glossary 147
Index 151

Unit 1

Source: *orange mood.files.wordpress.com*

Life at Work

In This Unit

Listening
Responding to listening texts about job descriptions in the workplace

Speaking
Presenting one's job description in the workplace

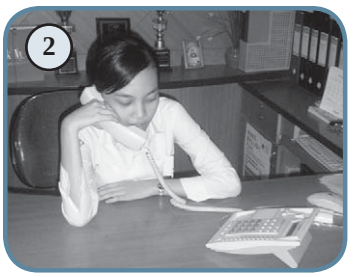
Reading
Reading texts and information about job descriptions

Writing
Completing texts and composing a complete description for each job

Listening

Activity 1

Look at the pictures and answer the questions.



Source: *www.hot-screensaver.com; Publisher's Documentation; and www.ufcw.org; photos.igougo.com*

Questions:

1. What do you see in the pictures? Describe them briefly.
2. What kinds of workers do you see in the pictures?
3. Describe the job each person does.

Activity 2

Listen carefully and complete the text below. Pay attention to the job descriptions.

You will work in a [1]_____ and [2]_____ atmosphere. Among the tasks an [3]_____ may perform are: planning and conducting [4]_____ to collect economic data through the use of such technologies as the Internet, [5]_____ computer systems, and wide-area [6]_____; collecting, reviewing, and analyzing economic data utilizing [7]_____ and techniques; preparing technical reports, [8]_____ and articles on economic phenomena; briefing the media, industry, [9]_____ and governments on economic data.

Activity 3

Listen again and answer these questions.

1. What do you think about the profession described in the text?
2. What should be done to collect economic data?
3. What is the use of technologies?
4. What are the technologies used for collecting economic data?
5. What can be done through specialized methods and techniques?

Activity 4

Listen to the words and repeat them. Pay attention to the pronunciation.

1. job /dʒɒb/
2. occupation /ˌɒkjʊˈpeɪʃn/
3. worker /ˈwɜːkə(r)/
4. officer /ˈɒfɪsə(r)/
5. industry /ˈɪndəstrɪ /
6. company /ˈkʌmpəni/
7. business /ˈbɪznəs/
8. employment /ɪmˈplɔɪmənt/
9. management /ˈmænɪdʒmənt/
10. assistant /əˈsɪstənt/

Activity 5

Listen to the following dialog and complete the blanks. Then answer the questions. Do it in pairs.

Rendy is studying computer science at a community college. He also works as a waiter in a restaurant. He is talking about his job to his friend.

Anton : Where are you [1]_____, Rendy?
Rendy : I'm going [2] _____. I'm [3] _____ at a restaurant in town.
Anton : Do you like [4]_____?
Rendy : Yes, but it's [5]_____ actually.
Anton : I can [6]_____ that.
Rendy : I'm on [7]_____ for eight hours.
Anton : Oh, really? And how's [8]_____ ?
Rendy : I get [9]_____ pay, and the guests often leave [10]_____.

Anton : The [11]_____ must like you.
Rendy : They do. I'm always [12]_____ and [13]_____.
Anton : Yeah. I think you are [14]_____. Good luck with your job.
Rendy : [15]_____. I try to do [16]_____.

Questions

1. What is Rendy's job?
2. Is his job easy?
3. How long does he work?
4. How is his pay?
5. What do the customers give him?
6. Why do they like him?
7. Why is it hard to be a waiter or waitress?

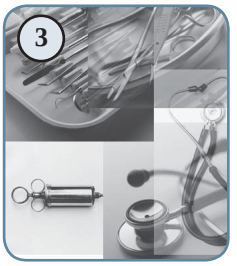
Activity 6

Work in groups and listen. Then complete the following table. You will hear some descriptions of jobs issued by U.S. Department of Labor.

No	Job	Descriptions
1		• work in the areas of survey design and estimation. • the work will include sample frame development, sample selection, non-response, adjustment, estimation and and measuring, both sampling and non-sampling error.
2		• conducting civil and criminal investigations of health care, and other employee benefit plans. • coordinating and providing support in civil litigation and criminal prosecutions.
3		• reviewing financial information contained in annual reports filed by pension, health and other employee benefit plans. • conducting specific audits of thrift investment system funds. • providing advice to plan administrators and the employee benefits field as a whole.
4		• writing programs using event-driven object orientated languages and tools.

Activity 7

Look at the pictures and listen to the following descriptions. Then match them to the correct picture.



Source: *Publisher's Documentation; www.colteng.com;CD image*

Job:	Job:	Job:

Activity 8

Listen to the job descriptions and choose the correct profession based on the descriptions you have heard. Compare your answers with your friends'.

1. a. Accountants
   b. Computer Programmers
   c. Receptionist
2. a. System Analysts
   b. Budget Analysts
   c. Managements Specialists
3. a. Architects
   b. Engineers
   c. Computer Programmers
4. a. Auditors
   b. Contracts Specialists
   c. Investigators
5. a. Directors
   b. Statisticians
   c. Personnel Management Specialists
6. a. Electricians
   b. Dentists
   c. Salesman

Know Your Stuff

Finding Work Is a Full Time Job!

That means:
in a full time job, you:

- have responsibilities (work duties and procedures);
- "Punch the clock" or be at work "on time";
- work hard all day, 40 hours a week;
- report to a boss, who makes sure you carry out your responsibilities.

Taken from *www.writeexpress/findajob.com*

Speaking

Activity 9

Answer these questions orally.

1. Are there any industries/companies near your house?
2. What kinds of industries are they?
3. What jobs are most common there?
4. What kinds of services do they provide?

Activity 10

Read and study the dialog. Practice it with your friends'. Pay attention to your intonation and pronunciation.

Desi : Hi, Andi. It's been a long time since I saw you. How are you doing?
Andi : I'm very well, thanks. How about you?
Desi : I'm fine, thanks. I've got a job right now. By the way, what do you do?
Andi : Well, I was an auto mechanic for years, Desi. Now I work in the special order department at the auto assembly plant.
Desi : It sounds great. What hours do you work? You work third shift, don't you, Andi?
Andi : Yeah, that's right. I work all night and go to bed when the sun comes up.
Desi : Doesn't that bother you? Staying up all night and sleeping in the day time?
Andi : Not at all. I like working at night.
Desi : It sounds like you really enjoy your work, Andi.
Andi : Yes I do, Desi. I really do. Don't you enjoy your job?
Desi : Well, yes in a way. I work as a hospital aide at City Hospital, and I do enjoy contact with patients.
Andi : Wow, what a great job. I think you will be a great doctor someday.
Desi : I hope so. Thanks. Good luck with your job, Andi.
Andi : OK, thanks. Good luck to you, Desi! See you. Bye.
Desi : Bye.

Surf the Net!

There are over 1000 job descriptions at *http://www.acinet.org/acinet/jobwriter/default.aspx*. These descriptions provide a general overview of a job and the required knowledge, skills and abilities.

Pronunciation Practice

Activity 11

Read the following words and find their meanings in your dictionary. Pay attention to your pronunciation.

1. office worker /'ɒfɪs'wɜ:kə(r)/
2. blue collar /blu:'kɒlə(r)/
3. clerical /'klerɪkl/
4. executive /ɪg'zekjʊtɪv/
5. certification /ˌsɜ:tɪfɪ'keɪʃn/
6. shift /ʃɪft/
7. overtime /'əʊvətaɪm/
8. secretarial /ˌsekrə'teərial/
9. self-employed /ˌselfɪm'plɔɪd/
10. under employed /'ʌndə(r)ɪm'plɔɪd/
11. qualified /'kwɒlɪfied/
12. white collar /waɪt'kɒlə(r)/

Activity 12

Read the dialog once again and answer these questions.

1. What was Andi's job?
2. What does Andi do right now?
3. Does Andi work second shift?
4. When does Andi go to work? How long does he work?
5. Does Andi love his job? Why?
6. What is Desi's job?
7. Does she enjoy his works? Why?
8. What do you think of Andi's and Desi's job?

Activity 13

Ask your friends about their dream job. Write it in a list.

How many members of your class:

1. want to be an engineer? _____
2. want to be a mechanic? _____
3. want to be a chef? _____
4. other professions?

Activity 14

Pair up and guess what the job is based on the given descriptions. You may continue this activity by making up your own descriptions.

1. She/he communicates a character and situations to an audience through speech, body language and movement. This usually involves interpreting the work of an author under the instruction and support of a director, although some work may require her/him to improvise the reactions of a character to a situation.
2. She/he is responsible for establishing and maintaining positive customer relationships, planning and delivering effective sales strategies and monitoring the progress of new and existing financial products. She/he may work as a manager in high street branches providing operational support on a day-to-day basis.
3. They plan, organize and manage the food and beverage services of organizations and businesses, both inside and outside the hospitality industry, with the aim of achieving good quality at low cost and maintaining high standards of hygiene and customer satisfaction.
4. She/he is responsible for managing processes involved in a supply chain and liaises with a variety of parties, including suppliers of raw materials, manufacturers, retailers and, increasingly, consumers. She/he co-ordinates processes to ensure customer satisfaction.
5. They provide a wide range of specialist advice based on the application of economic theory and knowledge to practical problems. They carry out research, collect and analyze data, monitor economic trends, and develop forecasts for future activities.

Know Your Stuff

Computer programmers are called programmers for short. Broadly, there are two types of computer programmer careers:

1. Applications programmers write original or modify existing programs to perform specific computer tasks.
2. System programmers write original or modify existing programs to control computers at the system level, such as those in the operating systems (e.g,. windows and linux) that control computer and attached peripherals.

Taken from *www.jobsearchtech.about.com*

Activity 15

Present a two-minute speech to your class about your favorite or dream job/occupation. Practice your speech and read it to the class.

Reading

Activity 16

Study the pictures and answer the following questions.

Source: *RDI* , May 2007

Source: *RDI*, March 2007

1. What are the people in the pictures doing?
2. What are their occupations?
3. Do these jobs require specific skills/certification?
4. What other jobs require certification?
5. Which of these jobs are hazardous? Why?

Activity 17

Read the following situations/descriptions and choose the correct answer. Compare your answer with your friends'.

1. In this workplace, you'll most probably find some facilities for having a rest, doing sports, attending conferences, eating, and the like. Most people here are warm and hospitable offering service to every guest.

What does the text describe?
a. A hotel.
b. A bank.

2. Here, you'll find many rooms occupied by ill people who are usually accompanied by their relatives. Doctors and nurses are looking after them. People are mostly wearing white clothes.

What does the text describe?
a. An office.
b. A hospital.

Activity 18

Read these words and match them with their meanings. Pay attention to your pronunciation.

No.	Words	Meanings
1	department /dɪ'pɑ:tmənt/	new member
2	vendor /'vendə(r)/	occupation
3	director /də'rektə(r)/	division
4	career /kə'rɪə(r)/	seller
5	labor /'leɪbə(r)/	quality of skill
6	executive /ɪg'zəkjətɪv/	expert in machinery
7	technician /tek'nɪʃn/	person in management
8	professional /prə'feʃənl/	worker
9	recruitment /rɪ'kru:tmənt/	a leader
10	qualification /ˌkwɒlɪfɪ'keɪʃn/	a person qualified

Activity 19

Read the following text carefully. Pay attention to the information about job descriptions.

Industrial Hygienist - You will conduct inspections and perform other related duties to enforce federal safety and health standards, and provide technical assistance and consultation in the development of industrial hygiene programs in both the public and private sector.

Safety Engineers - You will conduct inspections and perform other related duties to enforce Federal safety and health standards, and evaluate proposed methods, designs, and procedures for technical compliance with engineering criteria.

Safety and Occupational Health Specialists - You will conduct inspections and perform other related duties to enforce Federal safety and health standards, utilizing a practical knowledge of engineering and scientific principles.

Activity 20

Read the text in Activity 19 once more and decide whether these statements are True, False or even Not Given. Do it in pairs.

1. _____ All the three jobs deal with inspections of health and safety.
2. _____ An industrial hygienist is responsible for providing help to hygiene programs.
3. _____ Hygiene programs are conducted by industrial hygienists.
4. _____ The development of hygiene programs are done in both public and private sectors.
5. _____ Methods, designs, and procedures for technical compliance are handled by safety engineers.
6. _____ Safety and occupational health specialist's job descriptions are more detailed or specific than those of safety engineers.
7. _____ Safety and occupational health specialists have to make sure that practical knowledge and scientific principles are implemented in the workplace.
8. _____ Practical knowledge and scientific principles are given by a safety and occupational health specialist.

Activity 21

Read the following job description carefully.

Petroleum Engineers

Petroleum engineers apply technical skills and knowledge to solve engineering challenges. They function as integrators, connecting subsurface and topside engineering activities to bring oil or gas from the reservoir to the surface. They aim to do this economically, safely and with minimum damage to the reservoir and facilities.

Petroleum engineers acquire expertise in a wide range of areas, including:

- drilling and product operations;
- reservoir engineering;
- production geology;
- production technology;
- field development economics.

Other activities range from managing material resources and contractor relationships, to supervising drilling personnel. They work in multidisciplinary teams alongside other engineers, scientists, drilling teams and contractors.

Taken from *www.prospects.ac.uk*

Solve It!

Adrian : What does a chef do exactly?

Manager : He supervises the preparation and service of the food from the kitchen to the dinning room, arranges the menu and ....

a. carry away the dirty dishes to the pantry
b. taking care of cleanliness of the kitchen
c. served drink to the table in the bar
d. tastes the food for correct seasoning

Taken from *Ujian Nasional* 2005/2006

Activity 22

Find the words/phrases in the text in Activity 21 which have the following meanings.

1. crude oil found in rock
2. profession involving technical designing
3. underground supply of gas or oil
4. study of physical characteristics of rocks
5. study of rocks and minerals
6. study of goods and services
7. part of tools that bores holes
8. somebody who is expert in sciences

Writing

Activity 23

Answer the questions by completing the following tables individually.

1. What industries are there in your community? What large companies? What kinds of jobs are available there?

Industries/large companies	Jobs
automobile industry	machine operator

2. What small businesses are there in your community? What kinds of jobs are available there?

Small businesses	Jobs
garden tool manufacture	blacksmith

3. What kind of services are provided in your community? What service-related jobs are there?

Other services	Jobs
Internet cafe	computer operator

Know Your Stuff

Stating preference can be done through comparing two things and rank them, or just state what is your preference.

Describing something you don't like is another way of stating preference.

Taken from *Seven Round Bulletin*

Activity 24

List and write as many occupations and related terms as you can. Make a class list on the board. Copy the new words into the vocabulary section of your note book.

Activity 25

Match the following terms to their synonyms.

Words	Synonyms/Meanings
1. retail	a. slow moving
2. increased	b. provide
3. rapid	c. extremely large
4. supply	d. selling of goods to the public
5. declining	e. fast
6. injection	f. management of (public) money
7. association	g. help
8. massive	h. become lower
9. finance	i. group
10. sluggish	j. make greater in number

Activity 26

Work in groups and write sentences using the words in Activity 25.

Example:

Some retail industries have to refocus their business strategy in response to the rapid growth of modern retail outlets.

Activity 27

Study the following clues describing particular jobs. Then work in groups to write a complete description of each job.

Financial Manager

- Providing and interpreting financial information.
- Monitoring performance and efficiency.
- Overseeing budgetary control.
- Monitoring cash flow.

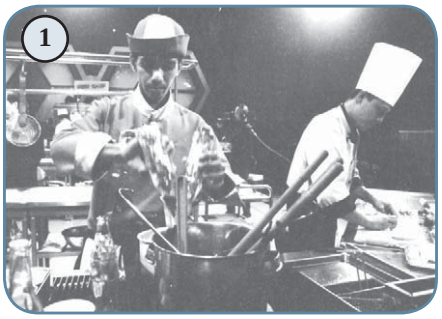
Structural Engineer

- Analyzing suitable configurations of the basic structural components of a building or other structure.
- Considering the strength of different materials to see how their will change a structural design.
- Applying expert knowledge of the forces that act on various structures.

Activity 28

Look at and study the following pictures and make your own descriptions about their jobs.

1



Source: *Tempo*, January 28, 2007

2

Source: *Tempo*, March 26, 2007

3

Source: *Tempo*, January 8, 2007

4

Source: *Tempo*, April 9, 2007

Grammar Review

Expressing Preference

Would Rather

Would rather is used to express personal preference. This expression is used to show a tendency doing or liking something.

Present from: - Notice that the simple form of. a verb follows both *would rather* and *than*. - if the verb is the same, it does not have to be repeated after *than*.	(1) I would rather become an engineer than an architect. (2) I'd rather study English than (study) Biology.
Past from: - *would rather have* + past participle	(3) The dish was okay, but I would rather have eaten my mother's apple pie.
Progressive from: - *would rather* + be + ing	(4) I'd rather be playing football than (be) staying at home right now.

Notes :

Contraction: I would = I'd
Negative form: would rather + not

Activity 29

Answer these questions using *I'd rather* and the words in the brackets.

Example: Shall we walk? (go by car) *I'd rather go by car.*

1. Shall we play tennis? (go for swim)
2. Shall we watch television? (read a book)
3. Shall we go to a restaurant? (eat at home)
4. Shall we leave now? (wait for a minute)
5. Shall we cook the dinner later? (now)

Activity 30

Make sentences using *I'd rather ... than ....*

Example: (walk/go by car)
I'd rather walk than go by car.

1. (go fishing/ play football)
2. (stay at home/go to cinema)
3. (be a professor/be a millionaire)
4. (go by bus/go by train)
5. (live in the country/live in a city)

Know How to

Summarizing Interoffice Memorandums

1. Read the following text and its summary.

   The research division has four priorities: (1) improving the quality of our products through advancements in manufacturing technology; (2) lowering the costs by improving manufacturing processes; (3) exploring research possibilities to develop new products; and (4) doing all of this in an environmentally responsible manner.

Research Division Priorities

What	How
1. Improve product quality	by using better technology
2. Lower cost	by improving the manufacturing process
3. Develop research	by increasing research
4. Be globally responsible	by being sensitive to the environment

Choose the best answer to the questions.

1. What is the purpose of technology for the research division?
   a. It lowers costs.
   b. It is used in research.
   c. It follows consumer trends.
   d. It increases product quality.
2. Which of the following is NOT a research priority?
   a. Improving quality.
   b. Being environmentally responsible.
   c. Developing new products.
   d. Hiring good engineers.
3. How does this division try to lower costs?
   a. By conserving energy.
   b. By improving manufacturing processes.
   c. By working fewer hours.
   d. By limiting exploiting.

2. Summarize the following memorandum.

CCC
CITRANUSA COMMUNICATIONS COMPANY

Interofice Memorandum

To : All Department Supervisors
Fm : Oka Wiryawan
Personnel Officer

Sub : Summary of 3/24 training session on improving performance

Date :April 1, 2008

Employees work best if they are happy. As a supervisor, there are things you can do to increase employees' job satisfaction. Make sure your employees understand what they have to do. Give them proper and thorough training so they can do it well, and give them opportunities to bring that training up to date. Make sure that employees have freedom to exercise their own judgment, to offer their suggestions, and to point out problems. Most of all, make sure that you tell them they are doing a good job, not only during special assignments but when they maintain a high standard of routine work.

How to Increase Employees's Job Satisfaction

1. Make sure your employees understand what they have to do.
2. _____
3. _____
4. _____
5. _____

Summary: Revisit This Unit

- **Job description in the work place**
  - **Accountant** - You will design, install, and operate the Department's accounting systems: prepare and analyze financial statements, records, and reports; and examine accounts to attest that the financial statement fairly present the activities financial position.
  - **Budget Analyst** - You will work in any or all phases of the budget review and approval process, including analyzing existing or proposed legislation for fiscal implications. You may also study work programs to suggest changes for more effective and economical operation.
  - **Computer Programmer/ System Analyst** - You will analyze problems or processes, design, and implement computerized systems.
  - **Contract/ Procurement Specialist** - You will procure the materials required to accomplish the Departments' programs or negotiate and administer contractors in connection with grants or services. You will also review contract activities to assure compliance.
  - **Personnel Management Specialist** - You will recruit, place, counsel, or train employees; classify and evaluate positions; and formulate and implement personnel policies which enable the Department to carry out its mission most effectively.
- **Grammar review: Expressing preference (*would rather*)**
  - I would rather become an engineer than an architect.
  - The dish was okay, but I would rather have eaten my mother's apple pie.
  - I'd rather be playing football than staying at home right now.

Reflection on Your Learning

After doing all activities, you may answer the following questions to check whether you have comprehended the learning materials in this unit.

1. What have you learned in this unit?
2. Think about a profession. Can you give a description of the profession?
3. Suppose you have two hobbies. You like one hobby better than the other. How do you express your preference?

If you find some difficulties while answering the questions, you can discuss them with your friends and consult your teacher.

Unit 2

Source: *orange mood.files.wordpress.com*

Dealing with Clients

In This Unit

Listening
Responding to dialogs about reservations

Speaking
Making reservations

Reading
Identifying the main ideas and supporting ideas of texts about reservations

Writing
Writing a reply to a reservation letter and completing reservation forms

Listening

Activity 1

Look at the picture and answer the questions.

Source: *respati-hotel.com*

1. What do you see in the picture?
2. Who are they?
3. Where are they?
4. What do you know about reservation?
5. Have you ever made a reservation (tickets, rooms, seats, etc)? When and where?

Activity 2

Listen and complete the following dialog. When and where do you find these expressions in the dialog?

Hotel Clerk : Hello. Sunnyside Inn. May I help you?
Man : Yes, I'd like to [1]_____ a room for two on the 21st of March.
Hotel Clerk : Okay. Let me check our [2]_____ here for a moment. The 21st of May, right?
Man : No. March, not May.
Hotel Clerk : Oh, sorry. Let me see here. Hmmm.
Man : Are you all booked that [3]_____?
Hotel Clerk : Well, we do have one [4]_____ available, complete with a kitchenette and sauna bath. And the view of the city is great, too.
Man : How much is that?
Hotel Clerk : It's only $200 dollars, plus a 10% room [5]_____.
Man : Oh, that's a little too expensive for me. Do you have a [6]_____ room available either on the 20th or the 22nd?

Surf the Net!

Do you want to listen to some dialogs that show how to make a reservation? You can download them from *http://esl.about.com/library/listening/bllis_reservation.htm*

Hotel Clerk : Well, would you like a smoking or non-smoking room?
Man : Non-smoking, please.
Hotel Clerk : Okay, we do have a few rooms available on the 20th; we're full on the 22nd, [7]_____ you want a smoking room.
Man : Well, how much is the non-smoking room on the 20th?
Hotel Clerk : $80 dollars, plus the 10% room tax.
Man : Okay, that'll be [8]_____.
Hotel Clerk : All right. Could I have your name, please?
Man : Yes. Bob Maexner.
Hotel Clerk : How do you [9]_____ your last name, Mr. Maexner?
Man : M-A-E-X-N-E-R.
Hotel Clerk : Okay, Mr. Maexner, we look [10]_____ to seeing you on March 20th.
Man : Okay. Goodbye.

Know Your Stuff

Most the English and Americans prefer using telephone to make a reservation. Usually they do it before they get to the hotel.

Taken from *Reader's Digest*

Activity 3

Listen and repeat the following expressions.

1. I would like to reserve two tickets to Singapore, please.
2. Can I book a suite room for this evening?
3. Could I reserve a table for dinner tomorrow night?
4. I'd like to book a room with double beds for next week end.
5. Could I make a reservation of two business class tickets for Tuesday morning, please?

Activity 4

Listen to the dialog and answer these questions based on the dialog you have heard.

1. What is the dialog about?
2. Where does the dialog take place?
3. What does Mr. Suripto book?
4. What does he say?
5. How does the receptionist respond?
6. How long will Mr. Suripto reserve the room?
7. What does the receptionist ask Mr. Suripto?
8. Do you think making reservation is important? Why or why not?

Activity 5

Work in groups and listen to another dialog. Then identify the expressions of making and taking a reservation.

Source: *www.mvbs.com*

Reservation clerk	:	Elang Persada Airlines, good morning. May I help you?
Arya Pamungkas	:	Yes, do you have any flights to Pontianak next Tuesday afternoon?
Reservation clerk	:	One moment, please…. Yes, there's a flight at 6:45 a.m. and one at 9:00 a.m.
Arya Pamungkas	:	That's fine. Could you tell me how much a return flight costs? I'll be staying three weeks.
Reservation clerk	:	Economy, business class, or first class ticket?
Arya Pamungkas	:	Economy, please.
Reservation clerk	:	That would be Rp500,000.
Arya Pamungkas	:	OK. Could I make a reservation?
Reservation clerk	:	Certainly. Which flight would you like?
Arya Pamungkas	:	The 6:45 a.m., please.
Reservation clerk	:	Could I have your name, please?
Arya Pamungkas	:	My name is Arya Pamungkas, that's A-R-Y-A P-A-M-U-N-G-K-A-S.
Reservation clerk	:	Your phone number, please?
Arya Pamungkas	:	0813333222601.
Reservation clerk	:	And your address, please?
Arya Pamungkas	:	Jl. A. Yani 17 Surabaya.
Reservation clerk	:	How would you like to pay, Mr. Pamungkas?
Arya Pamungkas	:	Can I pay at the check-in desk when I pick up my ticket?
Reservation clerk	:	Yes, but you will have to confirm this reservation at least two hours before departure time.
Arya Pamungkas	:	I see.
Reservation clerk	:	Now you have been booked, Mr. Pamungkas. The flight leaves at 6:45 a.m., and your arrival in Pontianak will be at 9:25 a.m., local time. The flight number is NWA 476.
Arya Pamungkas	:	Thank you.

Making a reservation	Taking a reservation
_____	_____
_____	_____
_____	_____

Activity 6

Listen to the following expressions and choose the best response.

Example

You will hear : Can I reserve two tables for lunch this afternoon?

Responses : a. That's great.

b. Certainly. I'll just will check.

The correct response is (b) *Certainly. I'll just will check.*

1. a. I'm sorry, it is sold out.
   b. OK. That's all right.
2. a. Oh, that's too bad.
   b. Certainly. Let me see.
3. a. That's all right.
   b. Certainly.
4. a. I'm really sorry to hear that.
   b. Sure. I'll check it.
5. a. I'd like to.
   b. Yes, that's fine.

Activity 7

Work in groups and listen to another dialog. Then identify the expressions of taking and making reservations.

Receptionist : Good afternoon, Marcopolo Hotel. May I help you?

Mrs. Siregar : Yes. I'd like to book a room, please.

Receptionist : Certainly. *When would it be*, Madam?

Mrs. Siregar : May the 11th.

Receptionist : How long will you be staying?

Mrs. Siregar : *Three nights.*

Receptionist : What kind of room would you like, madam?

Mrs. Siregar : *Er… double with bath*. I'd appreciate it if you could give me a room with a view over the valley.

Receptionist	:	Certainly, Madam. *I'll just* check. Yes, we have a room, the 5th floor with a really splendid view.
Mrs. Siregar	:	Fine. How much is the charge per night?
Receptionist	:	*Would you like* breakfast?
Mrs. Siregar	:	No, thanks.
Receptionist	:	It's Rp984,500 per night excluding tax.
Mrs. Siregar	:	That's fine.
Receptionist	:	Under what name *would you lik*e the reservation, please?
Mrs. Siregar	:	Mr. and Mrs. Siregar, that's S-I-R-E-G-A-R.
Receptionist	:	*Okay*, let me make sure I got that: Mr. and Mrs. Siregar. Double with bath for May the 11th, 12th, and 13th. Is that correct?
Mrs. Siregar	:	Yes, it is. Thank you.
Receptionist	:	*Thank you* for choosing Marcopolo Hotel and have a nice day. Goodbye.
Mrs. Siregar	:	Goodbye.

Activity 8

Are the following statements true or false based on the dialog in Activity 7? Compare your answers with your freinds'.

1. _____ Mrs. Siregar books for a room at the Marcopolo Hotel.
2. _____ The booked room is a single with a bath.
3. _____ Mr. and Mrs. Siregar will stay there for three nights.
4. _____ The location of the Marcopolo Hotel is in the center of a big city.
5. _____ Mr. and Mrs. Siregar would like breakfast.
6. _____ They will be charged more than Rp2.953.500.
7. _____ They will check out on May 15th.
8. _____ The confirmation number is 7 digits long.
9. _____ The room that Mrs. Siregar books is on the fifth floor.
10. _____ Mrs. Siregar reserves a single room with bath for three days.

Speaking

Activity 9

Answer the following questions based on your experiences. Compare your answers with your friends'.

Source: *www.rspsnt.com*

1. Have you ever made a reservation?
2. What did you reserve?
3. When and where can we make reservations?
4. What do you say if you want to make a reservation?
5. Have you ever taken a reservation or handled one?

Activity 10

Read and practice the following expressions. Then classify them into expressions of making a reservation or taking/handling a reservation.

1. Tiara Hotel, good morning. Can I help you?
2. I would like to reserve a ticket to Bali, please.
3. Have you booked before, Ma'am?
4. Can I book a seat for this afternoon?
5. When will you fly, Sir?
6. Could I reserve two tables for dinner tomorrow night?
7. I'm sorry to inform you that all seats have been reserved.
8. I would like to book a single room for next weekend, please.
9. How many tickets do you want, Miss?
10. Your reservation is only valid if you confirm at 9 o'clock tomorrow morning. Thank you.

Pronunciation Practice

Activity 11

Work in groups and read the following words, then find out their meaning. Pay attention to your pronunciation.

1. room boy /ruːmbɔɪ/
2. bell boy /belbɔɪ/
3. single ticket /ˈsɪŋgl ˈtɪkɪt/
4. boarding pass /bɔːdɪŋpɑːs/
5. double room /ˈdʌblruːm/
6. receptionist /rɪˈsepʃənɪst/
7. residence /ˈrezɪdəns/
8. check in /tʃekɪn/
9. inquiry /ɪnˈkwaɪəri/
10. departure /dɪˈpaːtʃə(r)/

Activity 12

Read the dialog carefully and practice it with your friends. Pay attention to your pronunciation.

Reservation clerk	:	Starfield Travel Agency. Can I help you?
Park Ji-Sung	:	Hello. I'd like to reconfirm my flight, please.
Reservation clerk	:	May I have your name and flight number, please?
Park Ji-Sung	:	My name is Park Ji-Sung and my flight number is Elang Airlines 374.
Reservation clerk	:	When are you leaving?
Park Ji-Sung	:	On May 11th.
Reservation clerk	:	And your destination?
Park Ji-Sung	:	Seoul.
Reservation clerk	:	Hold the line, please. … All right. Your seat is confirmed, Mr. Park. You'll be arriving in Seoul at 4 o'clock p.m. at local time.
Park Ji-Sung	:	Thank you. Can I pick up my ticket when I check in?
Reservation clerk	:	Yes, but please check in at least one hour before departure time.

Activity 13

Read the dialog once again and answer these questions.

1. What does Park-Ji Sung call the reservations clerk for?
2. What is his flight number?
3. Where is he going?
4. What time does the flight arrival in Seoul?
5. When does he have to check in?

Activity 14

Read and study the following expressions for making and taking reservations.

Making Reservations		
1. I would like to reserve	*a ticket* *business class* *day flight*	
2. *Could* *Can* *May*	I reserve a table for two for dinner tomorrow?	
3. I	*would like* *am going* *want*	to book a single for tomorrow night.

Taking Reservations
Opening Conversations of Receptionist: • Yes. Sir/Miss/Ma'am, can I help you? • Good morning, may I help you? • Lestari Hotel, could I help you?
Hotel Reservation: • What kinds of room do you need? • Would you like single or double bed? • How long will you stay, Sir/Ma'am?
Ticket Reservation: • What ticket do you want, Sir/Ma'am? • When will you fly, Sir/Ma'am? • When will you arrive?
Refusing Reservations: • I'm sorry to inform you that all rooms/seats/tickets/tables have been reserved. • I'm really sorry, I'm afraid we cannot make any reservations for you. • All rooms/seats/tickets/tables have been reserved.

Know Your Stuff

Reservation is very important to make sure whether your affairs can be taken or not.

Taken from *Reader's Digest*

Activity 15

Work individually and read these situations. Then make a short dialog based on the following situations. Then, act it out.

1. You will go to Medan by plane on Sunday, June 10th at 1.00 p.m. You reserve a single ticket for executive class.
2. You book a hotel for holiday this weekend. You reserve a double room for three days.
3. You want to book a train seat tomorrow morning. You book two tickets for business class.

Reading

Activity 16

Read and study the following situations. Then answer the questions.

1. You read an interesting brochure of a travel agent about a tourist attraction. You want to go there and are interested in making a journey. What will you do?
2. You will go to Surabaya by train. You have not got a ticket. What would you do?
3. You have a plan to go on vacation to Bandung with your family next weekend. You are afraid you won't get a hotel to stay. What should you do?

Activity 17

Before you read the text in Activity 18, read and study the following words. Then find their meanings. Consult the dictionary if necessary.

No.	Words	Meanings
1	profile /ˈprəʊfaɪl/	
2	furnish /ˈfɜːnɪʃ/	
3	established /ɪˈstæblɪʃd/	
4	billing /bɪlɪŋ/	
5	applicable /əˈplɪkəbl/	
6	submit /səbˈmit/	
7	deposit /dɪˈpɒzɪt/	
8	guarantee /ˌgærənˈtɪː/	

Activity 18

Read the following text aloud. Pay attention to the information.

Making a Hotel Reservation

If you elect to make a room reservation through websites and do not have an established user profile, you will need to furnish your name, telephone number, billing address and credit card type, number and expiration date, in addition to the dates of your stay, the number of rooms you will require and the number of adults and children in your party.

In order to permit us to serve you better, you will also be asked to furnish the following additional information, as applicable, although it is not required in order for you to obtain a reservation: your e-mail address; your Gold Passport Membership Number; your Group/Corporate Number (if we have assigned an identification code to your group, company or organization); your flight arrival details; whether you qualify for a special rate as a Senior Citizen, employee of the U.S. Government or member of the American Automobile Association; and whether you have any special requests (which you can indicate by either ticking one of the pre-selected choices found in the online form or by entering a note in the *Comments Field*).

If you are a travel agent making a reservation on behalf of a client, you will also be asked to provide your Travel Agent I.D. If you have an established user profile on either hyatt.com or goldpassport.com, you may use the information contained in your user profile to pre-populate any corresponding required or requested information fields.

While online, you will be given a reservation confirmation number and if you so request while online, a confirmation of your reservation by e-mail. The information you furnish when making a reservation will be used to fulfill your reservation and may be used as otherwise disclosed in this policy.

Taken from *www.hyatt.com*

Solve It!

Waiter : Under what name would you like the reservation?

Hasan : Siregar, Hasan Siregar.

Waiter : ...?

Hasan : Yes, It's 555-9363.

a. May I have your phone number

b. Can I tell you my phone number

c. Should you write your phone number

d. Will you speak about you your phone number

Taken from *Ujian Nasional 2005/2006*

Activity 19

Answer these questions based on the text in Activity 18.

1. What is the text about?
2. Have you ever made a hotel reservation through a website?
3. What should you do if you decide to make a hotel reservation through website?
4. What information do you have to furnish for a better service?
5. If you are a travel agent, what will the hotel ask you to do when you make a reservation on behalf of your client?
6. What will the hotel do with the information you have fulfilled in the reservation form?

Activity 20

Complete the following advertisement using the words in the box. Then read the text aloud.

• luxurious	• fashionable	• outstanding
• sunning	• colorful	• intrepid

Bali Retreat — Try the Novotel

Enjoy Bali The Novotel way at the [1]_____ Benoa Ball, on the fringes of [2]_____ Nusa Dua, only 20 minutes from Ngurah Rai International Airport. Choose from 128 Deluxe Pool Wing rooms, 48 Deluxe Ocean Wing rooms or the property's 12 [3]_____ suites, complete with private [4]_____ garden and Balinese-style, open-air bathtub.

For [5]_____ travelers, Bali's kaleidoscope of cultural treasures is close by. Visit Tanjung Benoa, a traditional fishing village where [6]_____ ceremonies and rituals are part of daily life, or explore the intrepid Balinese temple next door. Whatever your interests, Novotel Benoa Bali is sure to serve them best.

• • • From now until March 31, 2007, American Express Cardmembers can enjoy a special offer of a Deluxe Ocean Wing room for US$65++ or a Benoa Suite for US$130++ per night, when paying with the Card.

For reservations, please contact: American Express Travel Service Office, Graha Aktiva, Jl H.R. Rasuna Said, Jakarta. Tel: (62) 21-521-6277; Fax: (62) 21-521-6633

Taken from *www.nt.sail.com*

Writing

Activity 21

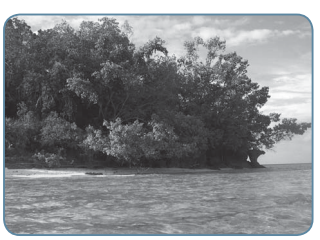
Answer these questions based on your experiences.

1. Have you ever filled in a reservation form (hotel, restaurant or ticket)?
2. What information or official statements did you find in the reservation form?
3. What do you think of filling in reservation forms? Is it easy or difficult? Why?
4. Which do you prefer, making reservation by phone, online or directly? Give your reasons.

Activity 22

Complete the following text using the words in the box.

• landscaped	• scenic	• modern
• outstanding	• water-based	• relaxing
• funloving	• portable	• private



Source: *Stockbyte*

Basking on Bintan

Spread across 300 hectares of beautifully [1]_____ gardens in the north of Bintan Island, the Hotel Sedona Bintan Lagoon resort offers [2] _____ facilities for the [3] _____ businessman or tourist.

The resort features 416 tastefully appointed rooms with [4]_____ conveniences, each with a [5]_____ balcony overlooking the ocean or other [6]_____ views. Golfers can tee off at one of three 18-hole courses or practice on the driving range or putting green. The recreation center offers an extensive selection of land and [7]_____ sporting activities, from beach volleyball and archery to catamaran sailing and night fishing.

In addition, the hotel's function and meeting rooms cater for groups of up to 240 and are equipped with state-of-the-art audio-visual equipment, [8]_____ platforms, stages, dance floors and podiums. At the Hotel Sedona Bintan Lagoon, fine international restaurants,[9]_____ lounges and fun pubs are available to satisfy your needs.

Taken from *www.sedonabintan.com*

Activity 23

Pay attention to a typical letter from a travel agency. Then study the parts of the letter.

Sender's company and address (printed)

Proprietor K J TICHBON Manager M J COLLINS

OXFORD TRAVEL AGENCY OTA

59/60 HIGH STREET OXFORD OX14AT
TELEPHONE OXFORD 0856241141

Receiver's name, title, company, and address

Ms R Volpe
Oxford University Press
Walton Street
Oxford OX@ 6DP

Date

3 April 1991 (US:April 3/3rd)

Opening salutation

Dear Ms Volpe

Main body of letter

We have pleasure in enclosing your tickets covering the following reservations:

Wednesday				
10 April	London (Heathrow)	MA 611	Depart	1245
	Budapest		Arrive	1610
Thursday				
18 April	Budapest	MA 610	Depart	1015
	London (Heathrow)		Arrive	1145

For the outward flight on 10 April, please check in at Terminal 2, Heathrow not later than 1145.

We hope you will have a pleasant flight.

Closing salutation

Yours sincerely

Jeanne M Tichbon, A Inst TT

ABTA IATA

Activity 24

Read the reservation letter from a company's secretary to a hotel manager. Then answer the questions.

MULTI LOGISTIK
Headquarters:
Jalan A. P. Pettarani No. 5 Makassar
Phone: 62411-425501

17 June 2007

The Manager
Hotel Panakkukang
Jalan Boulevard No. 29-30
Makassar

Reservation Confirmation

Dear Mr. Mappangara,

I would like to confirm our booking in this morning for a single presidential room with bath, shower, private wireless telephone, internet network and small kitchen, for one of our executives, Mr. Welirangan.

The reservation is for full board from 1–5 July 2007. I am also confirming the reservation for a small conference room to be available on 3 July, when Mr. Welirangan will be holding a meeting with our international clients.

Please find enclosed our bank draft (No. 92109 423 4431) for Rp10,000,000.00 as a deposit. The balance will be paid as soon as we receive the confirmation from you.

We look forward to hearing from you soon.

Sincerely yours,

Melina Latuihamallo
Personnel Secretary to Mr. Welirangan

Encl. City Bank Draft

1. Who is Melina?
2. What is the address of Melina's work place?
3. What kind of letter does Melina write?
4. What is it about?
5. Who is the letter sent to?

Activity 25

Complete the following reservation form with your data/information. Do not leave any blank spaces.

Let's say you are a manager of an export company and about to have an annual meeting with clients.

HOTEL RESERVATION FORM STARFIELD HOTEL•SINGAPORE

SCA ANNUAL MEETING
JULY 21-25, 2007
RESERVATION DEADLINE: JUNE 20, 2007

HOTEL TELEPHONE - MAIN LINE: 412-281-7100
RESERVATIONS TELEPHONE: 800-400-17000
RESERVATIONS FAX: 402 - 334 - 8013

PLEASE PRINT OR TYPE (* REQUIRED)

* Guest Name(s): _____
* Company: _____
* Mailing Address: _____
* City/State/Zip: _____ * Country: _____
* Telephone: _____ * Facsimile: _____

PREFERRED ACCOMMODATIONS

* Special Request: ❒ Smoking ❒ Non-Smoking ❒ Handicap Accessible
* Bed Request: ❒ Two Double Beds ❒ One Single Bed
Room Rate: ❒ $145.00 (single occupancy) ❒ $155.00 (double occupancy)
Additional Special Requests: _____

Check-in time is 3:00 p.m. • Check-out time is 12:00 p.m.

*** METHOD OF PAYMENT**

CASH # _____

Credit Card
❒ American Express ❒ VISA ❒ Master Card ❒ Diners Club ❒ Carte Blanche ❒ Discover

Credit Card Number: _____ Expiration Date: _____
Cardholder's Name: _____ Deposit Amount: _____
Cardholder's Signature: _____

Activity 26

Look at and study the following brochures or advertisements. Then write notes about what the brochures or advertisements for.

Bergman ***

A small hotel of only 16. Situated in a quiet, residential area behind Vondel Park, it overlooks a small canal and the park itself. The bedrooms have their own shower, TV, and radio. Twin rooms with bath are available at a supplement. Although the hotel does not have a restaurant or bar, the dining room is very pleasant and drinks are served on request.

We recommend early booking because of the limited accommodation available.

NO ROOM CHARGE for 1 child under 12 sharing room with 2 adults. (Meals payable direct).

Supplements per person per night:
Twin with Bath £4.00
Single with Shower £8.00

ONE NIGHT FREE in stays of 3 nights or more
1 Jan-26 Feb, !-27 Jun & 15 Nov-28 Dec

Taken from *First Class*, 1992

Grammar Review

Subjunctives with Wish/If Only

Subjunctives are sentence constructions used to express situations that contradict with the real situations.

1. **Subjunctive with *wish***
   Wish can be used with several different tenses: *wis*h + past simple, *wish* + past perfect, and *wish* + would + infinitive.
   a) *Wish* + past simple
      This expresses an unrealistic desire for the present situation to be different since there is very little chance of the change occurring.
      Examples: *I wish I lived in Australia.*
      I wish I had wings.
   b) *Wish* + past perfect
      This expresses a desire that an action or event in the past had been different.
      Example: *I wish I hadn't decided to work in that company.*
   c) *Wish* + would + infinitive
      This expresses a desire for a situation to change either now or in the future. The change could possibly occur but it generally depends on action from some other persons or things.
      Example: *I wish he would give up smoking.*
2. **Subjunctives with *if only***
   If only can be used instead of *wish* in all three constructions above. *If only* has a stronger and unrealistic meaning than *wish.*
   Example : *If only I had wings.*

Activity 27

Change the following sentences into subjunctives.

Example: My dad never comes home before 11 p.m.
I *wish* my dad *would come home* before 11 p.m.

1. I'd love to be a film star.
   _____.
2. We decided to sell our house.
   _____.
3. He spent all his money in the casino.
   _____.
4. I hate having to do homework every night.
   _____.
5. I don't have enough time to see the play.
   _____.

Know How to

Send a Fax

1 Janet Cooper wants to go to Spain on holiday with her family. She decides to fax the receptionist at the Hotel Plaza in Alicante to see if they have the accommodation she requires.

Look at the information on this page, and fill in the first part of Janet's fax. She wants all the information on one page. The code for Spain from the UK is 00 34.

2 Write out the words of Janet's fax message in the correct order.

Janet and Peter Cooper
8 Fast Lance
Chesswood
Herts WD5 8QR
tel 01923 284908
fax 01923 285446

4 June

Dear Lynette,

It was lovely to see …

Love,

Janet

HOTEL PLAZA

Source: *www.peaktravel.com*

This luxury hotel is situated on the water's edge of one of the most beautiful beaches in Spain.

For reservations and enquiries:
Phone (6) 527 21 56
Fax (6) 527 15 02

FAX TRANSMISSION Page 1 of _____

From _____ Date _____

To _____ To fax no _____

For the attention _____ From fax no _____

Message

Arrange the jumbled words into good sentences.

a. rooms – hotel – I – to – some – would – like – reserve – at – your

b. in – 28 – July – We – on – Alicante – are – arriving

c. ten – hope – stay – to – We – for – nights – leaving – 7 – August – on

d. and – husband – like – room – I My – double – balcony – a – would – with – preferably – a

e. require – Our – a – two – teenage daughters – twin – room

f. are – all – en-suite – that – We – understand – your – bedrooms

g. you – this – confirm – Could?

h. a – sea – view – possible – Is – have – it – rooms – to – with?

i. available – if – me – let – you – Please – for – know – have – dates – these – rooms

j. grateful – if – I – be – would – also – me – you – could – tell – room – each – price – the – of

k. from – I – forward – look – you – to – hearing

Yours faithfully

Janet Cooper

Summary: Revisit This Unit

- **Making reservation**
  - I would like to reserve a ticket to Australia.
  - Could I reserve a table for two for dinner tomorrow?
- **Taking reservations**
  - Opening reservations of receptions
    - Yes. Sir/Miss/Ma'am, can I help you?
  - Hotel reservation
    - What kind of rooms do you need?
  - Ticket reservation
    - What ticket do you want, Sir/Ma'am?
  - Refusing reservation
    - I'm sorry to inform you that all rooms/seats/ticket/tables have been reserved.
- **Grammar review : Subjunctive with wish/if only**
  - Subjunctive with *wish*
    - I wish I lived in Australia.(wish + past simple)
    - I wish I hadn't decided to work in the company.(wish+would+infinitive)
    - I wish he would give up smoking.(wish+would+infinitive)
  - Subjunctives with *if only*
    - If only I had wings.

Reflection on Your Learning

After doing all activities, you may answer the following questions to check whether you have comprehended the learning materials in this unit.

1. What have you learned in this unit?
2. Are you able to make reservation?
3. Are you able to take reservation?

If you find some difficulties while answering the questions, you can discuss them with your friends and consult your teacher.

Unit 3

Source: *SWA, February 8, 2005*

How's the Progress?

In This Unit

Listening
Identifying and noting down expressions used in a presentation

Speaking
Presenting a report using functional expressions in front of the class

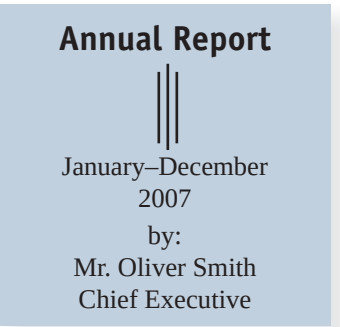
Reading
Reading and comprehending texts about reports

Writing
Making a rough draft of a report based on an outline

Listening

Activity 1

Look at the report cover and answer the questions.



1. What do you see in the report cover?
2. What do you know about a report?
3. Have you ever made a report?
4. Have you ever presented a report?
5. Have you ever listened to someone presenting a report?

Activity 2

Listen to the following expressions and repeat them. When and where would you hear these expressions?

1. "Good morning, Ladies and Gentlemen…."
2. "Good morning, everybody. Today I'd like to talk about …."
3. "On this occasion, I'd like to present my report."
4. "Next, I'd like to tell you something about...."
5. "Thank you very much for your kind attention, Ladies and Gentlemen."
6. "My beloved teacher, friends, and audiences. Thank you very much for this opportunity."

Activity 3

Read and study the following expressions for presenting a report.

Introducing the subject

- I'd like to start by....
- First of all, I'll....

Finishing one subject

- Well, I've told you about....
- That's all I have to say about....

Starting another subject

- Next....
- Now I'd like to discuss....

Analyzing a point and giving recommendations

- Let's consider this in more detail ....
- What does this mean for ABC?

Giving an example

- For example, ...
- As an illustration, ...

Dealing with questions

- We'll be examining this point in more detail later on....
- I'd like to deal with this question later, if I may....

Summarizing and concluding

- In conclusion, ...
- Finally, let me remind you of some of the issues we've covered....

Know Your Stuff

It is important to remember that English and Americans speak straight to the point. They do not like someone who speaks with circular style. This must be remembered if we are going to present something to an English and American.

Taken from *Reader's Digest*

Activity 4

Listen to the following short speech of someone opening a presentation. Arrange the topic sentences according to the speech.

Topics	Number
Opportunities for further expansion in Africa	
Some of the achievements made in Asia	
Some recommendations	
Description of the current position in Europe	

Activity 5

Work in groups and listen to another speech. Then identify the words, phrases and expressions you are not familiar with. Finally, discuss their meanings with your friends.

Words/Phrases	Expressions

Speaking

Activity 6

Answer the following questions orally based on your experience.

Source: *www.masternewmedia.org*

1. Have you ever delivered a speech?
2. What was the speech about?
3. Has your speech successfully delivered?
4. How do you feel when you speak in front of an audience?
5. Have you ever presented a report? Share your experience.

Activity 7

In pairs, practice the following dialog.

Melita : Well, how do we start?
Olivia : Well, first of all, the report has to have a heading.
Melita : Hm. How about Report on Purchase of New Printers.
Olivia : Yes, that's good. Report on Purchase of New Printers. Fine. What next?
Melita : The date?
Olivia : Yes, the report has to be dated, but first of all it has to be adressed to someone.
Melita : Well, that's easy. To Mr. Sutresman.
Olivia : Yes. To: Mr. Sutresman, Managing Director, Firedome Ltd, Kendari. And the date ....
Now ... Terms ... of ... reference.
Melita : What does that mean?
Olivia : That means what we were asked to do.

Melita : Right. We've got that down. And then what?
Olivia : Well, a new side-heading, I think:Procedure.
Melita : Procedure?
Olivia : How we did the investigation.
Melita : So now can we recommend the machine we really want?
Olivia : I'll put a side-heading: Recommendation.

Pronunciation Practice

Activity 8

Read the following words. Pay attention to your pronunciation. Find their meanings.

1. present /prɪˈzent/
2. audience /ˈɔ:diəns/
3. attention /əˈtenʃn/
4. presentation /ˌprezn̩ˈteɪʃn/
5. report /rɪˈpɔ:t/
6. propose /prəˈpəʊz/
7. speech /spi:tʃ/
8. elaborate /ɪˈlæbərət/
9. comment /ˈkɒment/
10. recommendation /ˌrekəmenˈdeɪʃn/

Activity 9

Read and practice the following speech presenting a report. This is an excerpt of the introduction of a speech about restaurants.

Can anyone guess what I have in common with celebrities like Jennifer Lopez, Michael Jordan, and Sean "Diddy" Combs? We're all involved in the restaurant industry.

You don't have to be a movie star to work in the restaurant industry, but it does take guts, determination, hard work and a strong desire to have fun on the job. Today, I want to give you an idea of what it's like to work in one of the most exciting, dynamic and ever-changing businesses in America—the restaurant industry.

Know Your Stuff

Chances are your report contains lots of detailed data. Be on the alert to include only the most essential data in your visuals. As you create your visuals, keep in mind the fundamental rules. Use only at-a-glance visuals that support your key messages. As much as possible, avoid visuals crowded with lots of data, charts, and graphs that add nothing of real value.

Taken from *www.speech4reprint.edu*

My name is Toni Raharjo and I am the manager at Smart Taste Restaurant in Bandung, Indonesia. I have been dealing with restaurants for many years and now I want to share my experiences and insights on how to enjoy working in this field.

My story is just one example of how the dream of working in the growing and vibrant restaurant industry can be anyone's reality.

It takes many jobs to run a successful restaurant—and not just jobs that involve chopping lettuce or waiting tables. In fact, the restaurant industry has many different positions and job titles—from management to public relations to fund raising—and yes, cooking!

Let's look at a snapshot of who's who in the restaurant industry.

- Who prepares salads, dessert plates and sandwiches? The pantry cook.
- Who publicizes the restaurant's fund raising events, parties and tasting? The public relations manager.
- Who selects the wines and coaches the wait staff on serving and describing the wines? The wine steward.
- Who keeps the computers running and designs the web site? The computer technician.

Activity 10

Work in groups and find other expressions commonly used in presenting a report.

1. Expressions for opening the speech
2. Expressions for introducing the topic/subject
3. Expressions for presenting ideas
4. Expressions for elaborating ideas
5. Expressions for making general statements
6. Expressions for drawing conclusions
7. Expressions for closing the speech

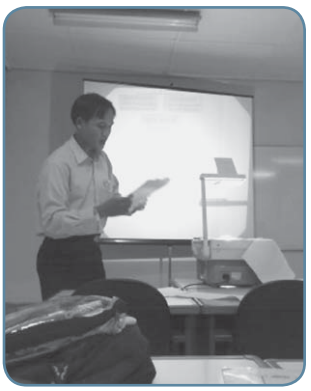
Activity 11

Make a simple report by using the expressions you have learned. Present your report in front of the class and pay attention to your pronunciation.

Reading

Activity 12

Read aloud and study the following text about presenting reports.



Source: *www.images.google.co.id*

Presenting Reports

An oral report is a presentation of the material covered in your final written report. You will have seven minutes to present your report. You may use less time, but you may not exceed the limit. In industry, oral reports are often given before consultants, who charge extravagantly for their time; therefore, you must learn to budget the time allotted you and not exceed it. You will know in advance precisely when, day and time, to the minute, you will be expected to give your report. Be ready to go as soon as you stand up, don't waste time with preparatory goofing around. Rehearse your talk ahead of time. Practice turning transparencies, writing on the blackboard, or using whatever visual aids you choose.

Taken from *www.rpt4.com*

Activity 13

Read and study the following statements. Then answer the questions.

1. Building a great presentation is about doing great preparation. It involves doing research, homework, and asking the right questions. Unfortunately, the reality of public speaking is that preparation is the most important facet of any great presentation. Do you agree with the statement? Why or why not?
2. Presenters are like architects. They craft blueprints and then share masterpieces with those in the audience. Every word, every slide, and every handout needs to be closely inspected to match the laws of simplicity. What is meant by blueprint and masterpiece?
3. Aristotle taught about three presentation components: pathos, logos, and ethos. Pathos refers to the ability of the speaker to win over an audience with emotions. Logos refers to winning the audience with evidence and letting them know that you are an expert, and most important - ethos refers to the credibility. What is meant by credibility?

Activity 14

Read the following text. Pay attention to the information.

Source: *www.kamase.org*

Practicing Your Presentation

Practice presenting your report at least once before presenting it in class. Time your talk so you know exactly how much material you can fit in, and how to set the material. Don't just read your notes to yourself - stand up and give the talk the way you will to the class. You will find it very difficult to speak clearly at your normal silent reading speed.

You will probably find, if you are like most people, that you have too much material. If possible, practice presenting your report in the room where you are going to present it formally. Learn to fill the room with your voice, as described in lecture. Concentrating on the sound of your voice will also help you not to be nervous when you are presenting the report. Nervousness may make you speak faster or slower than in your rehearsal. Be prepared with a little extra material, in case you speak too fast.

If English is not your native language, and you find speaking without a prepared text difficult, or if you are overwhelmingly nervous about speaking publicly, it is all right to write your presentation out verbatim and memorize it. However, you must treat memorizing a report in the same way you would treat memorizing a play script. This means that you must memorize it with normal pauses, emphasis, and intonation, and take special care not to speak faster than the normal speech rate. If humanly possible, don't do your presentation by memorizing a speech it is not the best way. If you are a non-native speakers, it is good for you to have more pronunciation and intonation practice. Confidence in your understanding of your material, and taking your time will make up for a lot of awkward English and hyper-nervousness. So will substantial practice presenting your report.

Get enough sleep the night before. I have seen someone present a paper at a professional conference after running on adrenalin for a few days, then pass out and fall off the platform when he was asked a question. Above all, remember that in an oral presentation, you must make each major point in several ways. The old saying about this is, "First you tell 'em what you're going to tell

'em, then you tell 'em, and then you tell 'em what you told 'em." Of course, using exactly the same words each time does not help comprehension; what you are trying to do is to find the explanation that works for each member of the audience, and different people in the audience will understand different explanations.

Activity 15

Answer these questions based on the text above. Discuss your answer with your friends'.

1. What should you do before presenting your report?
2 What should you do if you have a chance to do the rehearsal in the room you are going to present your report formally?
3. What should you do to overcome nervousness during the presentation?
4. If English is not your native language, what should you do to avoid awkward English and hyper-nervousness?
5. Why should you memorize presentation like a play script?
6. Why should you have enough sleep before presenting your report?
7. Why should you make major points in several ways for in the presentation?

Surf the Net!

How to turn a written report into a first-class presentation? Find the answer at *http://totalcommunicator.com/vol3_4/presentation.html*

Activity 16

Read and study the following words. Then find their synonyms and their meanings. Consult a dictionary if necessary. Pay attention to your pronunciation.

1. comprehension /ˌkɒmprɪˈhenʃn/
2. overwhelmingly /ˌəʊvəˈwelmɪŋli/
3. material /məˈtɪəriəl/
4. lecture /ˈlektʃə/
5. concentrate /ˈkɒnsntreɪt/
6. nervous /ˈnɜːvəs/
7. rehearsal /rɪˈhɜːsl/
8. memorize /ˈmeməraɪs/
9. emphasis /ˈemfəsɪs/
10. awkward /ˈɔːkwəd/

Activity 17

Read the following carefully. Take notes on words or phrases you are unfamiliar with. Find their meanings in a dictionary.

Presentation Skills: Turning a Report into a Presentation

Source: *www.images.google.co.id*

Structure your talk

When you are dealing with a lengthy report that will later become an oral presentation, it helps to break the material into several distinct parts, based on the structure you have defined in your road map. That way, you can address each main idea as an entity, before moving on to the next idea. That will help your listeners better comprehend and remember each key idea. Pay attention here to transitions; these should provide a natural link from one idea or section to another. Your transitions can also serve both as a summary of each section and a glimpse of what is coming next. With a well-thought-out outline, building the body of your presentation should not pose a great challenge. You should now be able to move on logically, step-by-step, to your conclusion.

Create a strong opener

It is essential that you begin any presentation with a strong opener. It is even more essential when your audience thinks it is about to sit through what could be a long, tedious exposition. You can quickly dispel any such notion with an opener that immediately grabs everyone's attention. So plan your opening comments carefully. Find something

Know Your Stuff

It is very important to keep a presentation on 'track'. An outline may help the presenter to succeed.

Taken from *Retorika Modern by Jalaluddin Rakhmat*

in the report—a statement, a claim, a conclusion—that is likely to have a particular impact on this audience. That may require no more than going straight to the report's key conclusion, and stating it as concisely as you can. You may want to think of an elevator speech. Imagine you have got 10 seconds to make your pitch. What would you say? Once you have got the opener down cold, you can move on smoothly to the body of your presentation.

Some more tips

- Be clear about the time allotted for your presentation.
- At the end of your presentation, summarize clearly and emphatically the key conclusions and recommendations of your report.
- Be prepared for questions. Will you be addressing questions as they come up or will questions be held for a Q&A period at the end?
- Have back-up material in reserve in case you are questioned or challenged about parts of the report you did not include in your presentation.
- Have handouts ready to pass around after your presentation. You may decide to hand out the entire report or just portions of it, as appropriate.
- Rehearse in the room and with the equipment you will be using.

Taken from *www.speech4reprint.edu*

Activity 18

Read the text in the Activity 17 once more and decide whether each of these statements is True or False.

1. _____ When you are dealing with a lengthy report, it helps to break the material into several distinct parts.
2. _____ By structuring you talk, it is easy for your listeners to comprehend and remember each idea.
3. _____ It is not important that you begin any presentation with a strong opener.
4. _____ A good presentation opener will grab everyone's attention.
5. _____ You do not have to find a statement, a claim, or a conclusion that is likely to have a particular impact on this audience.

6. _____ You do not have to summarize the conclusion clearly and be prepared for questions at the end of your presentation.
7. _____ The back-up material is not about the parts of the report you did not include in your presentation.
8. _____ Maintaining eye focus and using your voice and gestures to good effect are non-verbal communication skills.

Activity 19

Read the following speech. In groups of three, conclude this speech in your own words.

Know Your Stuff

Remember, your report was compiled as a report. Your job now is to create a successful presentation. That means you will be needing everything in the presenter's toolkit, including practicing your non-verbal communication skills as well—like maintaining eye focus and using your voice and gestures to good effect.

Taken from *www.content4reprint.com*

Employment in the restaurant industry has reached record-breaking levels in recent years. The restaurant industry employs millions of people and serves billions of meals, racking up billions of dollars in annual sales. More than 70 billion meals are eaten in restaurants, and schools, and work cafeterias each year. This year, restaurant industry sales are expected to reach $537 billion. In this booming industry, career prospects are strong because opportunities are increasing.

Restaurants also help neighborhoods and communities thrive. Restaurants play an essential role in creating healthy communities by providing jobs, entertainment, convenience and a comfortable place for neighbors to meet, talk and relax. More than nine out of 10 restaurants are active in their communities. Restaurant owners themselves are often very involved in local charities and fund raising activities.

I encourage each of you to strongly consider the restaurant industry when you think about your future—both immediate and long term. The restaurant industry is the industry of choice for enterprising, dedicated and adventuresome young people like yourselves.

Every day, those of us in the restaurant industry face new challenges and have fresh opportunities to make a difference in our customers'.

Grammar Review

Reported Speech

Study the following sentences.

1. Direct "*We will present the paper tomorrow*," (reported words) *said* (reported verb) the committee.

   Reported The committee said that they would present the paper the following day.

2. Direct *Write your full name, please*," (reported words) *said* (reported verb) the clerk.

   Reported The clerk asked me to write my full name.

Reported speech refers to reproducing another person's exact words. When we use reported speech, we are usually talking about the past. If the "reporting verb" is in form of the simple past tense or the past perfect tense, the tense, pronoun, and adverb of place the "reported words" will change.

Verb Tense Changes

Direct Speech	Reported Speech
Present Simple *He said,"I present my paper."*	Past Simple *He said he presented his paper.*
Present Continuous *He said,"I am presenting my paper."*	Past Continuous *He said he was presenting his paper.*
Present Perfect *He said,"I have presented my paper."* Past Simple *He said,"I presented my paper."*	Past Perfect *He said he had presented his paper.* Past Perfect *He said he had presented his paper.*
Past Continuous *He was presenting his paper*	Past Perfect Continuous *He said he had been presenting his paper.*
Future Simple *He said,"I will present my paper."*	Future Simple in the Past *He said he would present his paper.*

Activity 20

Put the following statements into reported speech.

Examples: Bobi said, "I have my own apartment."
Bobi said that he had his own apartment.

1. Rendi said, "I will submit my report immediately."
2. Shanti said, "I don't like working under pressure."
3. My boss said, "Our company has successfully achieved its target."
4. The manager said, "The presentation is really good."
5. Ivan said, "I think I should look for a better job."
6. The secretary said, "You have to make an appoinment to meet the director."
7. Tuti said, "I have no draft on my desk."
8. Leo said, "I've taken a full time job."
9. Edi said, "I'll make a call tomorrow."
10. Tita said, "I saw a presentation yesterday."

Activity 21

Change the following reported speech into direct speech.

Examples: Rian asked me if I had ever gone skydiving.
Rian said, "Have you ever gone skydiving?"

1. Jaka wanted to know if I would be at the meeting.
2. Intan wondered whether I was going to quit my job.
3. My boss wanted to know why I wasn't working at my desk.
4. The secretary told me that I might use the telephone.
5. My friend said that I should take a long vacation.
6. The operator said that I didn't have enough credit to make a call.
7. Ivan asked me whether I really loved my job.
8. Adi asked me whether I was sick.
9. Ari told Ira to wait for him after lunch.
10. Rini asked Denny what time it was.

Activity 22

Work in pairs. Make a presentation about an activity held in your school. Report it in front of the class.

Writing

Activity 23

Match the following terms for writing a report with their meanings.

Know Your Stuff

Acknowledge Your Audience

Let your audience know that you care about the fact that they're given up their precious time to listen your speech. Many speakers try to block out the people present in the room, sometimes to try to help control their fear of public speaking or because they want to concentrate on their notes. You have to remember that your audience are the reason you are there in the first place! You will win over yours listeners a whole lot quicker if you acknowledge their presence, interact with them by asking and answering the questions; even just by making eye contact with a few people can make a big difference in your public speaking performance.

Taken from *www.content4reprint.com*

Terms	Meanings
1. Methodology	a. This is the most important part of many reports and may well be the only section that some readers read in detail. It should be carefully written and should contain a complete overview of the message in the report, with a clear summary of your recommendations.
2. Content page	b. This section sets the scene for your report. It should define the scope and limitations of the investigation and the purpose of the report. It should say who the report is for, any constraints, the overall purpose of your report, and more specifically what you want to achieve.
3. Acknowledgement	c. This will include the title of the report, who has written it and the date it was written or submitted.
4. Introduction	d. This is the main body of the report, where you develop your ideas. Make sure that it is well structured, with clear headings, and that your readers can find information easily. The nature of this section will depend on the brief and scope of the report. It should contain sufficient information to justify the conclusions and recommendations which follow.

5. Terms of Reference	e. Thanks to the people or organizations who have helped.
6. Executive Summary	f. This section outlines how you investigated the area. How you gathered information, where from and how much e.g. if you used a survey, how the survey was carried out, how did you decide on the target group, how many were surveyed, how were they surveyed by interviews or questionnaire?
7. Title	g. As in a book, this lists the headings in the report, together with the page numbers showing where the particular section, illustration etc. can be located.

Activity 24

Arrange the following parts of elements in writing a report into a good order.

Know Your Stuff

Body language is important. Standing, walking or moving about with appropriate hand gesture or facial expression is preferred to sitting down or standing still with head down and reading from a prepared speech. Use audiovisual aids or props for enhancement if appropriate and necessary.

Taken from *www.aresearchguide.com*

No.	Terms
1.	Methodology
2.	Content page
3.	Acknowledgement
4.	Introduction
5.	Executive summary
6.	Title
7.	Glossary
8.	Conclusions
9.	Findings/Analysis
10.	Recommendations
11.	Appendix

Activity 25

Pair up and write a rough draft of an on-the-job training report based on the following outline. Consult your teacher if necessary.

Solve It!

Mr. Robert : What did they say about your last presentation?

Ms. Duval : They said ....

a. it gave them clear ideas about the product

b. it is nice of you to give presentation

c. you will be invited to come

d. they are free to ask questions

Taken from *Ujian Nasional 2006/2007*

No.	Outline	Meanings
1.	Title	the name of a report
2.	Content page	list of the contents of the report
3.	Acknowledgement	statement of an author's thanks to other people
4.	Abstract	a short summary of a book
5.	Introduction	setting out the aims and objectives, terms and definitions
6.	Background	all your background research
7.	Methodology	set of the chosen methodology and research methods
8.	Findings/Analysis	set of your main findings
9.	Conclusions	sum up your findings
10.	Recommendations	list of recommendation from funder
11.	Executive summary	brief statement of the main points
12.	References/Bibliography	reference section
13.	Glossary	a list of technical or special words
14.	Appendix	a section giving extra information

Activity 26

You now have a rough draft ready with you. Swap your draft with your friend's draft and read. Make some comments on your friend's draft.

Know How to

Writing a Report

If you are asked to write a report, for example, analyzing the results of some research, summarizing articles, or interpreting statistics, your aim should be to present facts clearly so that the reader will understand the main points quickly.

- Look at the report below and notice how the information is divided up using headings.
- The style of report is impersonal: it is not important who the writer is or what his or her opinion is.
- Notice whether you are told who the reader is. This will help you decide how much you need to explain.
- In many reports, the important information involves numbers. Read the report again and find out what these expression refer to:

50+50	two thirds	eight out of ten
four	75%	the majority
5%	a half	a large majority
twice	three	

Your style of writing will not be personal, but it need not be boring. Vary your language so that you do not overuse the same expressions. Think of other ways of saying the words and phrases that are written in **dark type** in the report below.

Aim

The objective of the survey was to find out whether shopping habits have changed since the building of the new suburban mall at Lake water, and to identify trends for the future.

Method

The survey targeted four groups of people: (A) downtown residents, (B) suburban residents up to three miles from the center of town, (C) business owners in the central area of town, and (D) merchants in the new mall.

Shoppers received one questionnaire, while merchants received another. Researches visited 50 homes in the center of town and 50 in the suburbs as well as **a cross section** of stores in both locations.

Results

SHOPPERS

75% of all residents said that they had been to the new mall at least twice during the last month. Of these, the majority were from group B. Among the most popular reasons cited for shopping at Lake water instead of downtown were the ample free parking there **compared with** the difficulties of parking there compared with the difficults of parking in the center of town and the convenience of having a large number of stores in one location in the mall. Families **in particular** mentioned the Lake water children's play area as an important advantage.

In contrast, two thirds of those questioned in group A reported that they **valued** the convenience of being able to walk to the stores. Eight out of ten of the order shoppers surveyed said that their daily shopping trip was their only contact with other people. **Moreover**, they preferred the personal attention of the smaller stores compared with the anonymous atmosphere of the larger outlets. They were, **however**, concerned that prices were increasing.

MERCHANTS

The merchants in town have seen business drop off by up to a half, whereas Lake water business have recorded a steady increase in sales over

the year. When asked whether they viewed the future with optimism, a large majority of group D replied positively, while only 5% of group C said that they expected to see a growth in their business in the coming year.

Conclusions

The opening of Lake water mall has **clearly had a devastating effect** on downtown shopping, and this trend seems set to continue.

Parking problems down ton **have been a significant factor** in changing people's habits. Mobile, better-off consumers are deserting the main street for the new mall, leaving downtown merchants to rely on the business of local residents, particularly the elderly and those without cars. **As a result**, many long-established businesses now face **grave difficulties.**

Taken From *Oxford ESL Dictionary, 2004*

Summary: Revisit This Unit

- **Presenting report**
  - Introducing the subject
    - I'd like to start the subject
    - First of all, I'll....
  - Finishing one subject
    - Well, I've told you about ...
    - That's all I have to say about ...
  - Starting another subject
    - Next....
    - Now I'd like to discuss....
  - Analyzing a point and giving recommendations
    - Let's consider this in more detail ...
    - What does this mean for ABC?
  - Giving an example
    - For example, ...
    - As an illustration, ...
  - Dealing with questions
    - We'll be examining this point in more detail later on ...
    - I'd like to deal with this question later, if I may ...
  - Summarizing and concluding
    - In conclusion, ...
    - Finally, let me remind you of some of the issues we've covered....
- **Grammar review: Reported speech**
  - He said he presented his paper
  - He said he was presenting his paper.

Reflection on Your Learning

After doing all activities, you may answer the following questions to check whether you have comprehended the learning materials in this unit.

1. What have you learned in this unit?
2. Can you mention the steps you take in presenting a report?
3. Are you able to present a report?

If you find some difficulties while answering the questions, you can discuss them with your friends and consult your teacher.

Unit 4

Source: *www. prospektus.its.ac.id*

How Do You Operate This Machine?

In This Unit

Listening
Responding to spoken manuals

Speaking
Giving instructions based on a user manual

Reading
Comprehending a user manual

Writing
Writing down the instruction on how to operate something

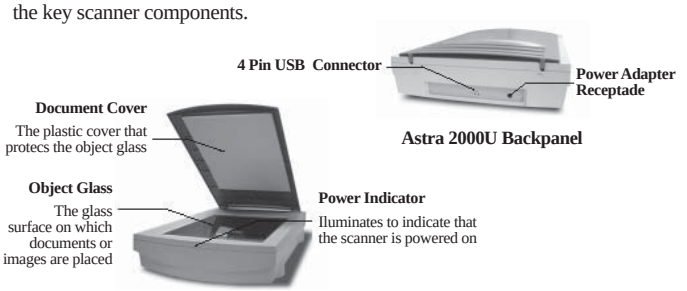
Listening

Activity 1

Look at the following user manual for a scanner and answer the questions.

Getting to Know Your Scanner

To gain a complete understanding of the information contained in this manual, it is important that you become familiar with your scanner. The graphics below identify the key scanner components.


4 Pin USB Connector
Power Adapter Receptade
Astra 2000U Backpanel
Document Cover
The plastic cover that protecs the object glass
Object Glass
The glass surface on which documents or images are placed
Power Indicator
Iluminates to indicate that the scanner is powered on

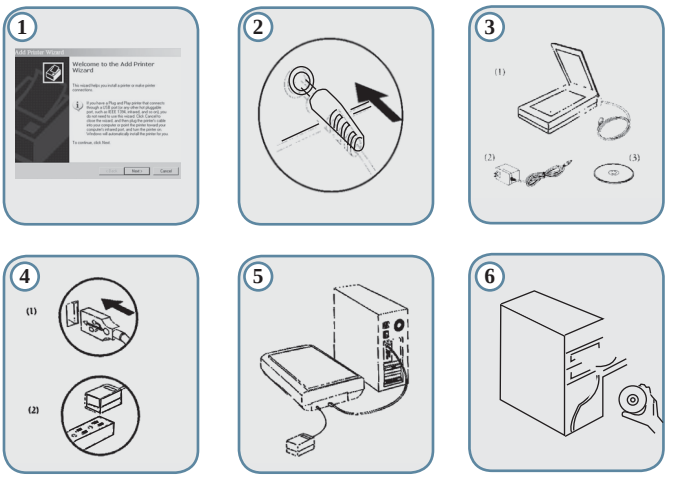
Astra 2000U and Astra 2000P Scanner Elements

Source: *UMAX Astra 2000U/P Owner's Guide*

1. What is shown in the picture?
2. What do you know about a user manual?
3. Where can you usually find a user manual?
4. What is it for?

Activity 2

Look at the pictures and listen to the following instructions. Then match each instruction to the correct picture. Compare your answer with your friends.



Source: *UMAX Astra 2000U/P Owner's Guide*

Activity 3

Listen to the instruction. Fill in the blanks while listening.

Connecting the Power Adapter

1. [1]_____ the scanner's power adapter into an electrical outlet.
2. Insert the other end of this [2]_____ into the power adapter receptacle on the rear [3] _____ of the scanner. The power indicator on the front panel of the scanner should now be [4]_____.
3. Plug your computer's power cable into an electrical [5]_____.
4. Turn your computer on.

Activity 4

Listen to the meaning of words and choose the correct word.

Example:

You will hear : "To work or to make something work"

Choice : a. operate

b. cooperate

The correct word for the meaning is (a) operate.

1. a. sequence
   b. step
2. a. procedure
   b. prosecute
3. a. manual
   b. automatic
4. a. instrument
   b. instructions
5. a. manual
   b. annual
6. a. demonstrate
   b. demonstration
7. a. sequence
   b. sequel
8. a. instrument
   b. instrumental
9. a. guide
   b. guidance
10. a. install
    b. installation

Activity 5

Your teacher will read some instructions. Listen to him/her and do the instructions.

Activity 6

Work in groups and find a set of instructions. Read the instructions to your classmates. Listen to your friends. instructions. Take notes on the instructions. Are the instructions clear?

Speaking

Activity 7

Answer the following questions based on your experiences.

1. Have you ever been instructed to do something?
2. What kind of task instruction was it?
3. What expressions were used to give the instructions?
4. Did you find any difficulties in doing the task? If yes, why? What made it difficult?

Activity 8

Read the following dialog and practice it with your friends. Pay attention to your intonation and expressions.

Source: *www.parish-supply.com*

Customer : Excuse me. Could you show me how this vacuum cleaner works?
Shopkeeper : Yes, of course
Customer : What's those things for?
Shopkeeper : Oh, that's for picking up heavy dirt.
Customer : Why is it bent?
Shopkeeper : That's so you can clean under furniture more easily. Let me show you.
Customer : Oh I see. And does it have a dust bag?
Shopkeeper : Yes, of course.
Customer : How do you change it?
Shopkeeper : It's very easy. First, you make sure the power turned off. Then, this clip is pressed down. The sack is lifted off, and then the dust bag is taken out like this.
Customer : Oh that is easy. OK, fine. I think I'll take this one. Can it be delivered?
Shopkeeper : Sure. We can deliver it right away to your home.
Customer : Fine.

Know Your Stuff

It is very important to read the manual before using an electronic instrument as we may damage the instrument if we misuse it.

Taken from *Housekeeping Tips in Nova Tabloid*

Pronunciation Practice

Activity 9

Read these words and find their meanings. These words are commonly used for instructions.

1. operate /ˈɒpəreɪt/
2. switch off /swɪtʃ ɒf/
3. plug in /plʌg ɪn/
4. maintain /meɪnˈteɪn/
5. record /rɪˈkɔːd/
6. protect /prəˈtekt/
7. select /sɪˈlekt/
8. adjust /əˈdʒʌst/
9. restart /ˌrɪˈstaːt/
10. unplug /ˌʌnˈplʌg/

Activity 10

Read aloud the following expressions. Pay attention to the structure. Say them correctly.

Source: *www.naturespiritproduct.com*

1. Wash the rice repeatedly in cold water.
2. Put in with some water in a pan.
3. Boil it.
4. Cook it for about 15 minutes.
5. Then it gets dry, put it into the steamer.
6. Steam the rice for about 45 minutes.
7. The rice is ready to serve.

Activity 11

Work in groups of four and find a set of one of the following instructions and read it aloud to the class.

a. How to use a copy machine
b. How to use an automatic teller machine
c. How to print a document
d. How to make a phone call

Activity 12

Now retell using the points or instructions above how to cook rice orally in front of your classmates.

Activity 13

Choose a procedure or an instruction that you know well and demonstrate the procedure to your class. Bring everything you need to make your demonstration clear.

a. Preparing a special dish
b. Explaining a math problem
c. Tips for accomplishing something
d. Using a special piece of equipment

Reading

Activity 14

Answer these questions.

1. Do you like cooking?
2. What do you usually cook?
3. Have you ever used a microwave to cook something?
4. Did you know how to use it?
5. Do you often read the instructions if you don't know how to use or operate an appliances?

Activity 15

Read the text.

How the Microwave Oven Works

Source: *www.pricescan.com*

Microwaves are a form of energy similar to radio, television waves and ordinary daylight. Normally, microwaves spread outwards as they travel through the atmosphere and disappear without effect. Microwave

ovens, however, have a magnetron which is designed to make use of the energy in microwaves. Electricity, supplied to the magnetron tube, is used to create microwave energy.

These microwaves enter the cooking area through openings inside the oven. A turntable or tray is located at the bottom of the oven. Microwaves cannot pass through metal walls of the oven, but they can penetrate such materials as glass, porcelain and paper, the materials out of which microwave-safe cooking dishes are constructed. Microwaves do not heat cookware, though cooking vessels will eventually get hot from the heat generated by the food.

Source: *www.mcwcc.com*

Activity 16

Answer the questions based on the text in Activity 15. Compare your answer with your friends'.

1. What are microwaves?
2. What is a magnetron designed for?
3. What is the function of electricity supplied to the magnetron tube?
4. Where do microwaves enter the cooking area?
5. Can microwaves pass through the wall of the oven?
6. What kinds of materials can microwaves penetrate?
7. How does cook ware used for cooking in microwaves oven get hot?

Activity 17

Pronounce the following words and find their synonyms. Pay attention to your pronunciation.

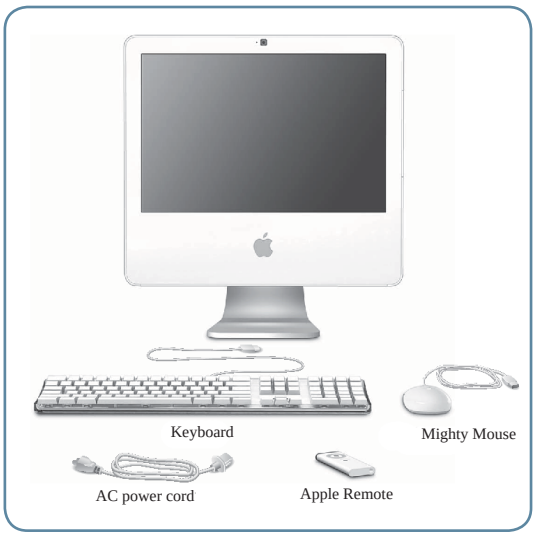
1. instruction /ɪn'strʌkʃn/
2. procedure /prə'si:dʒə(r)/
3. operate /'ɒpəreɪt/
4. ingredients /ɪn'gri:diənts/
5. press /pres/
6. replace /rɪ'pleɪs/
7. assemble /ə'sembl/
8. connect /kə'nekt/
9. disconnect /ˌdɪskə'nekt/
10. insert /ɪn'sɜ:t/

Activity 18

Read the steps to set up an iMac carefully and pay attention to the text structure. In groups of four, discuss the text structure.

What's in the Box

Your iMac comes with an Apple Keyboard, a Mighty Mouse, an Apple Remote, and an AC power cord.



Source: *iMac User's Guide*

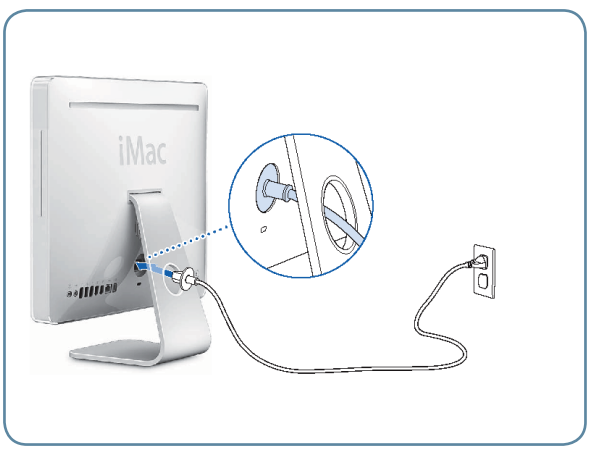
Surf the Net!

Writing an instruction manual is easier than you think! Find the steps at *http://www.lousywriter.com/how_to_write_a_better_instruction_manual.php*

Setting Up Your iMac

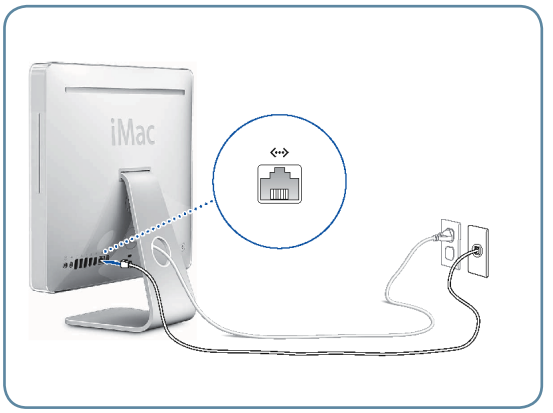
Follow these steps to set up your iMac.

Step 1: Pass the power cord through the hole in the stand and plug it into the power port on the back of your iMac.



Source: *iMac User's Guide*

Step 2: To access the Internet or a network, connect one end of an Ethernet cable to the iMac and the other end to a cable modem, DSL modem, or network.



Source: *iMac User's Guide*

Note:

Your iMac also comes with AirPort Extreme technology for wireless networking.For information about setting up a wireless connection, choose Help > Mac Help, and then choose Library > AirPort Help. See "Getting Answers" on page 28.

Step 3: Connect the keyboard and mouse cables.

Source: *iMac User's Guide*

Using a Wireless Keyboard and Mouse

If you purchased an Apple Wireless Keyboard and wireless Mighty Mouse with your iMac, follow the instructions that came with the keyboard and mouse to set them up.

Solve It!

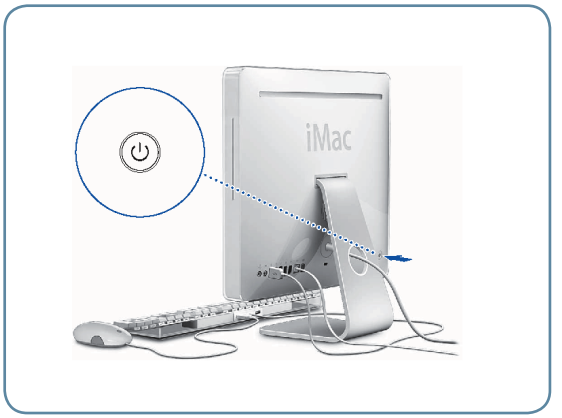
1. Print the document from the application.
2. Ensure your printer is selected, then click the main tab.
3. Specify the required settings and click ok.
4. To start printing, click ok.

What could be the title of the text?

a. How to select a printer.
b. How to write an application.
c. How to buy a good printer.
d. How to print a document.

Taken from *Ujian Nasional 2006/2007*

Step 4: Press the power (⏻) button to turn on your iMac.



Source: *iMac User's Guide*

Step 5: Use Setup Assistant.

The first time you turn on your iMac, Setup Assistant starts. Setup Assistant helps you enter your Internet and email information and set up a user account on your iMac. If you already have a Mac, Setup Assistant can also help you automatically transfer files, applications, and other information from your previous Mac to your new iMac.

Step 6: Customize your desktop and set your preferences.

You can quickly make your desktop look the way you want using System Preferences. Choose Apple (🍎) > System Preferences from the menu bar. As you get to know your computer, explore System Preferences, your command center for most settings on your iMac. For more information, open Mac Help and search for "System Preferences" or for the specific preference you want to change.

Activity 19

Answer the question based on the text in previous activity. Compare your answer with your friends.

1. What's the text about?
2. What is there in the box of an iMac?
3. How many steps do you have to follow to set up your iMac?
4. Where do you find the power port?
5. What do you have to do if you have wireless networking?
6. What do you have to do to turn on your iMac?

7. What is the function of setup Assistant?
8. What can Setup Assistant do if you already have a Mac?
9. What are System Preferences used for?
10. What do you have to choose if you want to open System Preferences?

Grammar Review

Causative Verb *Have*

Study the following sentences:

1. *I have the secretary type the letters.*
2. *I had my brother carry my bag.*

To say that we arrange someone to do something for us, we use the structure of causative. In sentences 1 and 2 above, the verb 'have/had' is followed by indirect object (*the secretary* and *my brother*). In this causative sentence construction, we put the simple form of a verb after the indirect object.

3. *I have my shoes cleaned.*
4. *I had my watch repaired.*

On the other hand, in sentences 3 and 4 the verb 'have/had' is followed by direct object (*my shoes* and *my watch*). Here, we use the structure 'have something done'. Those are the past participle's construction.

Activity 20

Answer the questions using *causative have* as shown in the example.

Example: "Did you make that dress yourself?" "No, I had it made."

1. "Did Rina cut her hair herself?"
2. "Did they paint their house themselves?"
3. "Did your father repair his car himself?"
4. "Did he cut the tree himself?"
5. "Did she install her computer herself?"
6. "Did you take the photograph yourself?"
7. "Did Mrs. Irma wash the car herself?"
8. "Did Antonio do his homework himself?"
9. "Did your grandmother post the letter herself?"
10. "Did you iron your shirt yourself?"

Activity 21

Complete the following sentences using the words in the brackets.

Example : We are having *the house painted* (the house/paint) at the moment.

1. Her hair is too long. I think she should _____ (it/cut)
2. How often _____ (he/his motor/service)?
3. Is it true that many years ago he _____ (his portrait/paint) by a famous artist?
4. Mother has _____ (an interior decorator/design) the living room.
5. I'll have _____ (these books/arrange) on the shelves tomorrow.

Writing

Activity 22

Answer the following questions based on your experiences.

1. Have you ever written an instruction manual?
2. What should you write in an instruction manual?
3. Are an instruction manual important in our lives? Why?

Activity 23

Look in your dictionary to find the meaning of these words.

1. instruction /ɪn'strʌkʃn/
2. procedure /prə'si:dʒə(r)/
3. operate /'ɒpəreɪt/
4. ingredients /ɪn'gri:diənts/
5. press /pres/
6. replace /rɪ'pleɪs/
7. assemble /ə'sembl/
8. connect /kə'nekt/
9. disconnect /ˌdɪskə'nekt/
10. insert /ɪn'sɜ:t/

Activity 24

Complete the following text using the words in the box. One word may be used more than once.

• unpack	• close	• open
• place	• press	• fill
• unplug	• plug	• refer to
	• start	

Source: *www.dvorsons.com*

By following the basic steps on these two pages you will be able to quickly check that your oven is operating correctly. Please pay particular attention to the guidance on where to install your oven. When unpacking your oven make sure you remove all accessories and packing. Check to make sure that your oven has not been damaged during delivery.

1. [1]_____ your oven and [2]_____ it on a flat level surface.
2. [3]_____ the oven in the level location of your choice with more than 85 cm height but make sure there is at least 30 cm of space on the top and 10 cm at the rear for proper ventilation. The front of the oven should be at least 8 cm from the edge of the surface to prevent tipping. An exhaust outlet is located on top or side of the oven. Blocking the outlet can damage the oven.
3. [4]_____ your oven into a standard household socket. Make sure your oven is the only appliance connected to the socket. If your oven does not operate properly, [5]_____ it from the electrical socket and then plug it back in.
4. [6]_____ your oven door by pulling the door handle. [7]_____ the roller rest inside the oven and [8]_____ the glass tray on top.
5. [9]_____ a microwave safe container with 300 ml (1/2 pint) of water. [10]_____ on the glass tray and [11]_____ the oven door. If you have any doubts about what type of container to use please [12]_____ page 14.
6. [13]_____ the start button six times to set 3 minutes of cooking time. You will hear a BEEP each time you press the button. Your oven will [14]_____ before you have finished the sixth press; don't worry this is normal.
7. The display will count down from 3 minutes. When it reaches 0 it will sound three beeps. [15]_____ the oven door and test the temperature of the water. If your oven is operating the water should be warm. Be careful when removing the container it may be hot.

Activity 25

Arrange the following sentences into the correct order.

Source: *www.nuworld.co.za*

How to record on a cassette player/How to use a recorder

1. Then you put in the tape.
2. After that you connect the microphone to the tape player.
3. Finally pressed down the record and play button.
4. And then tested the voice level.
5. Well, first you have to plug in the cord.
6. Then you can begin to record.

Activity 26

Rewrite the instructions in Activity 25 using your own words.

Activity 27

Write a procedure on how to operate something. Complete it with pictures. Then compare your work with your friends.

Example:

How to Operate MP3 Players

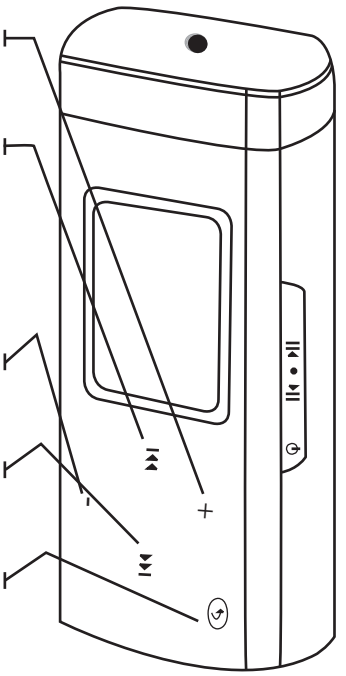
[+] Up volume button
Press to increase the volume or move to an upper item/menu.

[⏮] Left file browser button
Press to move to the previous track/menu or play the current track from beginning.
Press and briefly hold to quickly scan tracks.

[-] Down volume button
Press to reduce the volume or move to a lower item/menu.

[⏭] Right file browser button
Press to move to next track/menu. Press and briefly hold to scan tracks.

[↰] Back button
Press to return to the previous screen. Press and briefly hold to move to the main menu.



Source: *Samsung MP3 Player Quick Start Guide*

Know How to

How to Write a User Manual

A user manual is an important document to help a user understand any system in general. It can be a mobile phone or a software application to a full fledged IT system. It is a general convention that any person well versed in English and having a good store of vocabulary can write a user manual but the assumption is entirely wrong. Proper research is needed before writing any article. Here is how to write a user manual.

Modularity or use common words and avoid using incomplete phrases because your target readers can be diversed in their knowledge levels. Always identify the target audience first and then document the manual as per them. If we are writing a user manual for accounting software, our target audience will be bankers who are not that technically sound. So if we are using difficult technical terms, then they will not be able to follow it very easily.

The next job is to identify what we need to write. Define the terms, processes and techniques with a full description. Troubleshooting techniques is one of the most important reasons, why people refer to the user manual. So the user manual must cover in the minutest detail the troubleshooting tricks of every conceivable problem. Installation and maintenance are also important reasons for referring a user manual so the chapters should also be covered in full details with related "frequently asked questions".

The task of breaking bigger contents into smaller sub contents makes the user manual a light and easy to follow. Also, try numbering each and every step so that it is easy to redirect the user to other step at any moment. For example "in the installation section, there is a need to go to the product overview chapter at a particular step say 7th ", we can very well redirect the user to that step.

The format of the user manual should also be made such that it appeals to the consumer so that they find it easily to refer. Every user manual is comprised of certain essentials.

The user manual must be indexed, clear where to find the exact page for reference. Like any standard book, a preface should be added in the front of the manual which clearly outlines the scopes and goals of the user manual. The front page, disclaimer and copyright (if any) should also be mentioned in detail at the start of the manual. In a nutshell, writing a user manual is not a difficult task if we identify our subject matter, our target audiences and present it in a modular and easy-to-follow manner.

www.wikihow.com

Summary: Revisit This Unit

- **Understanding manuals**
  1. Plug the scanner's power adapter into an electrical outlet.
  2. Insert the other end of this cable into the power adapter receptacle on the rear panel of the scanner. The power indicator on the front panel of the scanner should now be illuminated.
  3. Plug your computer's power cable into an electrical outlet.
  4. Turn your computer on.
- **Grammar review: Causative verb *have***
  - I have a secretary type the letters.
  - I had my watch repaired.

Reflection on Your Learning

After doing all activities, you may answer the following questions to check whether you have comprehended the learning materials in this unit.

1. What have you learned in this unit?
2. Do you have a gadget? What is it? Is it accompanied by a manual?
3. Can you mention a tool or a machine you can operate by reading its manual?

If you find some difficulties while answering the questions, you can discuss them with your friends and consult your teacher.

Review 1

For questions 1-10, listen to the expressions and choose a, b, c, or d for the correct response.

1. a. I am not doing anything.
   b. I am fine, thank you.
   c. Nice to meet you too, Deni.
   d. I'm a personnel manager now,
2. a. I have worked for two years.
   b. I have working for two years.
   c. I have been work for two years.
   d. I have been working for two years.
3. a. I am a secretary.
   b. I am my employee.
   c. He is the president of them.
   d. I'm the secretary.
4. a. I'd like my job very much.
   b. I'd like to go to my work.
   c. Yes. I work as a waiter.
   d. No. I am not what you like.
5. a. I'd like to book two tickets.
   b. I'd like to reserve a single room tomorrow.
   c. I'd like to book two large living rooms.
   d. I'd like to reserve a single ticket.

6 a. Yes, sure. Ticket to Bali, please.
   b. Certainly. Wait a minute. I have to go now.
   c. Certainly, Sir. Let me check it first for you.
   d. Yes, sure I want to reserve the ticket to Bali for tomorrow.

7. a. Yes, sure. Mr Rudi is going to Bali.
   b. Certainly, Sir. Let me tell it first to you.
   c. Yes, sure. You can meet him tomorrow morning.
   d. Yes, I want to have an arrangement right now.

8. a. Yes, sure. Thank you manager.
   b. OK, then. Thank you very much.
   c. OK, sure. I can meet him afternoon.
   d. Yes, I want to have an arrangement right now.

9. a. I will stay for two nights.
   b. I will fly tonight.
   c. I am flying tonight
   d. I will reserve for tonight.

10. a. I'm sorry he is busy right now.
    b. OK, that's all right.
    c. OK, sure. I can meet him afternoon.
    d. Yes, I want to have an arrangement right now.

For numbers 11-25 choose a, b, c, or d for the correct answer the following questions.

11. A : We need a Master of Ceremonies to present the best officer at our company's annual party. Will you do it?

    B : _____.

    a. Yes, will we
    b. Yes, will I
    c. I would be glad to do it
    d. Will I do it if you pay me well

12. The following expressions are correct, except_____.

    a. I've told him to turn off the lights a hundred times, but he just won't listen
    b. Will you wait just a minute please? I'm almost done
    c. We'll never get to the station on time
    d. The doctor says you will drink lots of fluids and get plenty of rest

13. Which one is not correct?

    a. Our son lives in a large Capital city? Ah! That will be Jakarta.
    b. If you like spicy food, you will try a Mexican restaurant.
    c. My daughter is two years old, and whatever you ask she will always answer "no".
    d. My old car will barely go eighty kilometers per hour.

14. Customer : Hello. I'm interested in booking a room for the September long weekend.

    Receptionist : _____.

    a. I'm not afraid we're totally booked for that weekend
    b. I'm afraid we're totally booking for that weekend
    c. I'm not afraid we're totally booking for that weekend
    d. I'm afraid we're totally booked for that weekend

15. X : I have to meet the director next week. Can I make an arrangement?

    Y : _____.

    a. Yes, sure. The director is going to have arrangement
    b. Certainly, Sir. Let me tell it first to you
    c. Yes, sure. You can meet him tomorrow morning
    d. Yes, I want to have an arrangement right now

16. A : Could you come on Sunday at 1.00 pm for the meeting?

    B : _____.

    a. Yes, sure. Thank you manager
    b. OK, then. Thank you very much
    c. OK, sure. I can meet him afternoon
    d. Yes, I want to have a meeting right now

17. A : OK, Sir. You are confirmed. You have reserved a single ticket for next weekend. Your flight is tomorrow afternoon, Sir?

    B : _____.

    a. Thank you for the fly, Sir
    b. OK, then. Thank you very much
    c. OK, sure. I can fly afternoon
    d. Yes, I want to have a ticket right now

18. The expression for opening the presentations is _____.

    a. "Good luck, Ladies and Gentlemen …"
    b. "Good morning everybody. It's been very nice to be here…"
    c. "My beloved teachers and friends. Today I would like to present my report"
    d. "First of all, I would like to thank to everybody for helping me to finish my report"

19. The expressions for introducing subject of the presentations is _____.
    a. "Good luck, Ladies and Gentlemen …"
    b. "Good morning everybody. It's been very nice to be here…"
    c. "My beloved teachers and friends. Today I would like to present my report"
    d. "First of all, I would like to thank to everybody for helping me to finish my report"

20. The following are the expressions used for presenting presentations, except _____.
    a. "Ladies and Gentlemen, today we are going to talk about my report"
    b. "Everybody, please allow me to say that"
    c. "On this event, I'm happy to inform you that my report…"
    d. "Next, we will discuss about my family"

21. What is the mistake in this expressions?
    A : Could your company salesman comes a little earlier?
    B : Ten o'clock would be good.
    a. Could
    b. your company salesman
    c. come a little earlier?
    d. Ten o'clock

22. A : _____?
    B : Okay, I promise.
    a. Will you pass me the salt, please
    b. You will be tired after working all day
    c. You will be home by midnight and no later. Do you understand
    d. Can you speak Spanish

23. Which is not correct?
    a. Can you give me that black book, please?
    b. Please make yourself at home. You can watch TV, use the telephone or do anything you like.
    c. You can take your stupid ideas and get out!
    d. You can hang your coat in that closet.

24. The following expressions are correct, except _____.
    a. Can I book a bus seat for next Sunday?
    b. What kinds of rooms do you need?
    c. Could I have a reservation to Australia for two days ago?
    d. Shinta Hotel, good morning. May I help you?

25. Which is not correct?
    a. Can you hold my coat for a second while I put on my sweater?
    b. She can sail very well, but she can't swim.
    c. If you don't understand you can ask a question.
    d. The doctor says you can stay warm and drink lots of fluids.

Questions 26-30 are based on Text 1.

Text 1

Hotel Receptionist

When guests arrive at a hotel or call to make bookings, the hotel receptionist is usually the first person they speak to. It is up to the receptionist to make guests feel welcome and to deal efficiently with enquiries. Their tasks are likely to include: allocating rooms to guests, taking and passing on messages, putting together bills and taking payment, and handling foreign exchange, helping guests with requests, e.g. asking housekeeping for extra bedding or storing valuables in the hotel safe.

In a large hotel, receptionists use a computer to handle reservations, and may also use a telephone switchboard. They may employ sales skills to encourage guests to upgrade to a better room or eat in the restaurant, for example.

In larger hotels, there might be a small team of receptionists, each with specific duties. In a small hotel, they might do non-reception tasks too-like serving drinks.

Reception desks in larger hotels often stay open all night, but in smaller hotels night-time duties might be taken over by the porter. Working hours can include days, nights, weekends and public holidays. Receptionists might work shifts. There are opportunities for working part time or only in the holiday seasons.

Source: *www.hrd.2 42.com*

26. What is the main job described in the text?
    a. Hotel manager.
    b. Hotel porter.
    c. Hotel receptionist.
    d. Hotel room boy.
27. The following are the main tasks of hotel receptionist, EXCEPT _____.
    a. allocating rooms to guests
    b. taking and passing on messages
    c. putting together bills and taking payment, and handling foreign exchange
    d. enjoying dealing with guests
28. Where does a receptionist usually use a computer to handle reservations?
    a. Small hotel.
    b. Smaller hotel.
    c. Large hotel.
    d. Larger hotel.
29. A hotel receptionist may also _____.
    a. handle reservation
    b. talk to the customer
    c. serve drinks
    d. encourage guests to order foods and drinks
30. Which statement is NOT CORRECT based on the text?
    a. Receptionists might work shifts.
    b. There are opportunities for hotel receptionist working part time.
    c. In smaller hotels, there might be a small team of receptionists.
    d. Reception desks in larger hotels often stay open all night.

Questions 30-35 are based on Text 2.

Text 2

Although receptionists do not need a high level of [31]_____, employers might ask for GCSEs/S grades or equivalent qualifications, [32]_____ in English and Math. There are qualifications specifically [33]_____ at this kind of work, which can be studied full or part time at college. Some employers prefer mature people with experience of dealing with the public.

Many [34]_____ hotels and chains have in-house training schemes that mean receptionists can combine work with study at college, usually working towards an NVQ/ SVQ.

Larger hotels and chains may offer more [35] _____ prospects than small hotels. With experience and qualifications, receptionists could be promoted to jobs such as supervisor, head receptionist or reception manager. Receptionists could also move to different areas of hotel work.

Source: *www.rcpt/hotels.edu*

31. a. qualify
    b. qualified
    c. qualifications
    d. quality
32. a. particular
    b. particularly
    c. participant
    d. partial
33. a. aim
    b. aims
    c. aimed
    d. have aim
34. a. large
    b. largely
    c. larger
    d. big
35. a. promote
    b. promotion
    c. promoted
    d. promotes

Questions 36-40 are based on Texts 3 and 4.

Text 3

From : Irene Sukandar [Irene@messages.com]
To : Kirtya Hotel [reservetion@Kitya.com]
Subject : Room Reservation

I need a single room with a queen-sized bed for four nights, from April 14 until April 17. Do you have a room available then? I will be attending a conference at the Convention Center and I understand that your hotel is just two blocks from there. Please confirm this for me as I don't want to have to walk far or deal with cabs. Also, do you have a pool and a weight room? Is there a restaurant located in or near the hotel?
Thank you for your help.

Text 4

From : Kirtya Hotel [reservation@Kitya.com]
To : Irene Sukandar [Irene@messages.com]
Subject: Re: Reservation for a Bussines Trip

We do have the type of room that you want. It costs Rp 1,100,000 per night. However, for the first night of your stay only, I will have to give you a king-sized bed as there are no queens available that night. It costs an extra Rp 250,000. I hope this will suit you. Starting on April 15, you can have the type you requested. I can confirm that we are located very close to the Convention Center, just one block further than you thought. It is a very pleasant walk through a park to the center, and I'm sure you will enjoy it. We do have a pool, but unfortunately it is currently closed for repairs. There is a full-service restaurant, poppies, located in the hotel. Hotel guests are entitled to a free breakfast there. Lunch and dinner are also served and can be charged to your room for your convenience. If you would like to go ahead with your reservation, please send me your credit card information as soon as possible.

36. When does Irene Sukandar want to begin her stay at Kitya Hotel?
    a. April 14 c. April 16
    b. April 15 d. April 17
37. What kind of room does she request?
    a. A room for one person.
    b. A room with two queen-sized bed.
    c. A room near the pool.
    d. A room with a view of the park.
38. If Irene Sukandar makes the reservation suggested in the hotel e-mail, how much will she pay?
    a. Rp 1,100,000 c. Rp 4,650,000
    b. Rp 1,350,000 d. Rp 5,000,000
39. How far is the hotel from the Conversation Center?
    a. One block c. Three blocks
    b. Two blocks d. Four blocks
40. What is included in the price of the hotel room?
    a. Breakfast
    b. Room Service
    c. Use of the pool
    d. Use of the weight room
41. I prefer working at the office _____ working at the factory.
    a. than c. better than
    b. to than d. rather than
42. A : Will you go to the office with me?
    B : _____.
    a. I would rather stay here than go
    b. I would rather stay here than going
    c. I would rather stay here from go
    d. I would rather stay here to go
43. Which of the sentence indicates preference?
    a. Deni doesn't like to apply for the job as a salesman.
    b. Rendi prefers become a programmer rather than an operator.
    c. I like to stay all night to work.
    d. My manager asks me to write a reference letter.
44. All his friends believe that he can do his job very well. It means he _____ do his job well.
    a. may c. will
    b. could d. is able to

45. "I could have asked somebody else to finish this report," means _____.
    a. I finished the report
    b. Somebody else finished the report
    c. I asked somebody to finish the report
    d. I don't want to finish the report

46. The human resource manager made the applicant _____ two hours.
    a. wait c. waited
    b. waits d. waiting

47. Mr. Gusman can't have the package _____ until Saturday.
    a. deliver c. delivering
    b. will deliver d. delivered

48. I'll have my assistant _____ for an appointment.
    a. call c. called
    b. calling d. will call

49. If Mrs. Sudarmo _____ this report before 2.00, her secretary will type it.
    a. will finish c. has finished
    b. finished d. finishes

Read the text and choose the word that best completes each sentence.

CLASS REGISTRATION
REMINDER

Class registration begins July 11. and classes begin July 18. If you [50]_____ for a class after July 17 you will have to pay a Rp 250,000 late registration fee. You will have to have a signed permission letter from the course instructor if you sign up for an advanced level class.

If a class [51]_____ due to low enrollment. the university will contact you. We recommend that you provide your phone number and e-mail address on your course selections is no longer available. We cannot [52]_____ you if we don't have this information. Our staff is not responsible for searching for you in a directory.

50. a. register
    b. to register
    c. will register
    d. is going to register

51. a. cancels
    b. is canceled
    c. will cancel
    d. be canceled

52. a. contact
    b. enroll
    c. instruct
    d. recommend

To : antonigunawan@depalma.com

From : novaarianti@depalma.com

Re : Where to hold the meeting

Antoni,

We need to find a place for our meeting Wednesday. If the conference room [53]_____ available, we could have it there. Unfortunately Dani reserved it for a small workshop. If I were running a workshop with only five people I would switch it to the lounge. However, I already talked to Dani and he doesn't want to relocate. He says the conference room is more suitable for his role-playing activities.

Dina Safira's office is very big. If I [54]_____ friendlier with her, I would ask to use it. You know her, don't you? Why don't you ask her? If I [55]_____ I would offer her a free lunch or something for doing it.

Thanks,

Nova

53. a. is
    b. was
    c. were
    d. will be
54. a. am
    b. was
    c. had been
    d. were
55. a. were here
    b. was you
    c. were you
    d. were me

Unit 5

Source: *ohmyapt.apartmentratings.com*

Dear Sir ...

In This Unit

Listening
Responding to business letters read by someone

Speaking
Reporting the content of a business letter by own words

Reading
Comprehending the content of business letters

Writing
Identifying the parts of a business letter

Listening

Activity 1

Answer these questions based on your experience.

1. Do you know what a business letter is?
2. Have you ever seen/read one?
3. What do you know about business letters?
4. What are common parts of a business letter?
5. Mention some examples of business letters that you know.

Activity 2

Listen and answer these questions.

1. How many words do you hear?
2. Where can you find these words?
3. Explain the meanings of these words.
   a. salutation
   b. closure
   c. signature

Activity 3

Listen and write the missing ones. Then find their meanings. Do it in pairs.

1. letter head
2. _____
3. inside address
4. _____
5. salutation
6. _____
7. complimentary
8. _____
9. identification
10. _____

Activity 4

Listen to the following letter and then answer the questions.

1. Who sends the letter?
2. Whom is the letter sent to?
3. What is it about?

Activity 5

Work in groups and study the following letter. Discuss what the letter is about. Listen to your friends' opinion.

551 N. Whedbee Street
Fort Collins, Co 80521

April 30, 2007

Ms. Cynthia Wood
Director of Human Resources
Architectural Wonders, LLC
821 Wazee Street
Denver, CO 80204

Dear Ms. Wood:

I am pleased to accept the architectural drafting position starting at $26,500 per year. Thank you for making the offer.

As I mentioned during my final interview, graduation is May 15, after which I had planned on a week's vacation. Assuming that this is still acceptable, I will report for work on Monday, May 24. If it is not, please let me know.

My arrangements for relocating to Denver are underway, however, the rental unit I am moving into will not be available until the middle of June. In the mean time, I will make the daily commute from Fort Collins. Thank you again. I am excited about this opportunity and look forward to being part of the Architectural Wonders team.

Sincerely,

Clinton

Clinton B. Johnson

Know Your Stuff

A business letter should clearly describe its purpose in detail. The person receives it will focus on the substances of the letter.

Taken from *How to Write a Business Letter*

Activity 6

Listen to the statements. Choose whether each the statement is true (T) or false (F) based on the letter in Activity 5.

Activity 7

Find a business letter. Bring it to your class. Read the letter while your friends listen. What is the letter about? Note down the important information in the letter.

Speaking

Activity 8

Read the following situations and answer the questions.

1. You read an advertisement in the newspaper about a new modern LCD TV. You want to buy and order it by phone. What will you say?
2. You are a sales person. You have to sell your product to costumers. What will you do?
3. Which do you prefer, offering product by phone or letter? Why? Give your reasons.

Activity 9

Read the following dialog and practice it with your friends'.

Here is a telephone conversation between a secretary of Smart Chemical Company (SCC) with Mr. Egi Suhendar from Liquid Control Product (LCP).

Secretary : Good morning, SCC. How can I help you?
Mr. Suhendar : Good morning, Egi Suhendar here, calling from Bandung. Could I speak to the manager, please?
Secretary : What is it about, please?
Mr. Suhendar : Well, I work for LCP (Liquid Control Product). Our company is a leader in safety from leaks in the field of chemical processing. I would like to offer some products and services that will help your company cope with such problems.
Secretary : Oh I see. Well, she is not available now.
Mr. Suhendar : Could you tell me when I could reach her?

Secretary : I'm afraid she'll be away in Iowa City for the next few days.
Mr. Suhendar : Could I possibly have her cell phone number?
Secretary : Yes, but if I were you, I would just fax details of products and services together with references from other companies through this number.
Mr. Suhendar : OK, that's a great idea. I'll send the fax immediately. Thank you. Goodbye.
Secretary : Bye.

Activity 10

Answer the following questions orally based on the dialog in Activity 9.

1. Who works for Liquid Control Product?
2. Where is LCP probably located?
3. What area does LCP deal with?
4. Where is the manager going?
5. What should Mr. Suhendar fax to SCC?

Activity 11

Read another dialog carefully and act it out with your friends. Identify the expressions of offering products.

Source: *Pilar, December 4,* 2001

Mr. Agi : Good morning. MELONE Co. Ltd. Pratama Agi is speaking. Can I help you?
Lani : Good morning. I'm Lani from Kajang Electronics. I read your advertisement on the Internet about your new product. I'd like to order some.
Mr. Agi : What product do you actually mean?
Lani : High Speed Chip Mounter. I wonder if the discount is still valid.
Mr. Agi : Yes, it is. But the amount of discount will depend on the number you order. For example, if you order more than 5 units, we'll give a discount of about 5%.
Lani : Fine, we'll order ten units. What are the terms of payment?
Mr. Agi : We accept letters of credit.
Lani : Good. How about the shipment?
Mr. Agi : We'll send the products after receiving advance payment of not less than 50% of the total payment. May I have your number?
Lani : It's 022 70027242. When will I have the goods?

Mr. Agi : One week after we receive the payment. Ms. Lani, could you possibly confirm your order through fax? The number is 021 253352.
Lani : Alright.
Mr. Agi : Thanks for your order.
Lani : You're welcome.

Activity 12

Work in groups and read the dialog once again. Then complete the following form.

Name of Product : _____
Name of Products Ordered : _____
Discount : _____
Terms of Payment : _____
Shipping Procedure : _____
Shipping Time : _____
Confirmation Method : _____

Pronunciation Practice

Activity 13

Pronounce the following words correctly and find their meanings in your dictionary.

1. order /'ɔ:rdə(r)/
2. product /'prɒdʌkt/
3. company /'kʌmpəni/
4. sales /seɪls/
5. advertisement /əd'vɜ:tɪsmənt/
6. complaint /kəm'pleɪnt/
7. discount /'dɪskaʊnt/
8. detail /'di:teɪl/
9. opportunity /ˌɒpə'tju:nəti/
10. letter /'letə(r)/

Activity 14

Read and study the following letter carefully. What is the letter about? Discuss it with your friends.

Dandy Manufacturing, Inc.
2525 E. 34th Street
Greeley, CO 80631

February 3, 2007

Better Widget Makers, Inc.
5555 Widget Avenue
Silver City, CO 80456

Attention: Sales Department

I would like to order the Widgets listed in the table below. The reference numbers are from your 2006 catalogue. Please include a new catalogue with my order.
I would like this order to ship COD complete. If you cannot ship the complete order within 10 days, please notify me immediately. I can be reached at (303) 954-0202 #35

Quantity	Ref.#	Description	Price	Total
100	AB045	Tiny Blue Widget	$2.38	$238.00
300	XT111	Deluxe Yellow Widget	$4.56	$1,386.00
50	NT066	Super Deluxe Red Widget	$6.15	$307.00

Total: $1,913.50

Thank you,

Jim

Jim Dandy, Jr.
General Manager

Activity 15

Read the letter once again and report to the class the content of the letter according to the following questions.

- Who wrote the letter?
- Whom is the letter written to?
- When was the letter written?
- What companies are engaged?
- What was ordered?
- How much is the total price of the order?
- How soon should the complete order be sent?

Reading

Activity 16

Answer the questions based on your experiences.

1. Have you ever read a business letter?
2. What kinds of business letter have you read? What was it about?
3. What do you know about application letters?
4. Are application letters included in business letters or personal letters?
5. Find another example of a business letter you know?

Activity 17

Read the following kinds of business letter. Then find their meanings/Indonesian equivalents.

1. acceptance letter /ək'septəns 'letə(r)/
2. acknowledgement letter /ək'nɒlɪdʒmənt 'letə(r)/
3. adjustment letter /ə'dʒʌstmənt 'letə(r)/
4. application letter /ˌæplɪ'keɪʃn 'letə(r)/
5. complaint letter /kəm'pleɪnt 'letə(r)/
6. inquiry letter /ɪn'kwaɪəri 'letə(r)/
7. order letter /'ɔ:də(r) 'letə(r)/
8. refusal letter /rɪ'fju:zl 'letə(r)/
9. response letter /rɪ'spɒns 'letə(r)/
10. sales letter /seɪls 'letə(r)/

Activity 18

Read this business letter carefully. Identify what kind of letters this is. Work in groups.

Klara Agusta
Jalan W.Z. Johanes No. 621
Kel. Bumi Nyiur, Manado 95118

May 26, 2007

The Tiny Tots Toy Company
Jalan Ceningan Sari No. 50
Sesetan, Denpasar 80223

Dear Customer Service Representative:

I recently purchased one of your Tiny Tents (Model #47485) for my three-year old daughter.

Unfortunately, after viewing the components that came with the product, I discovered that four of the parts were missing. Also, the instructions that came with the tent are in Portuguese and Russian, but not in English or French, the two languages I speak. These two unforeseen problems have resulted in the tent remaining un assembled and unacceptable as a toy for my daughter.

I am writing to request replacements for the missing parts, and a copy of the full set of assembly instructions (in English or French) for the model I purchased. If reasonable arrangements are not made within ten business days, I will return the tent to the store I purchased it from and expect a full refund. To assist you in processing my request, I am including a copy of my sales receipt and a list of the missing parts.

I have purchased other toys manufactured by your company in the past, and have always been impressed with the quality and selection that Tiny Tots has made available to its customers. I sincerely hope this is a one-time incident, and that any future purchases I make will live up to the standard my family has come to expect from your company.

Sincerely,

Klara

Klara Agusta
Enc: 2

Surf the Net!

Writing an effective business letter is an important skill for every manager and business owner. Find some overviews that examine the main steps in creating an effective business letter at *http://owl.english.purdue.edu/owl/resource/653/01/; http://www.business-letters.com/business-letters.htm; http://www.write101.com/businessletter.htm.*

Activity 19

Choose the best answers to the questions based on the letter in Activity 18.

1. Which is NOT TRUE about Klara Agusta?
   a. She recently purchased a toy for her daughter.
   b. She speaks four languages.
   c. She found the components of the toy she bought were incomplete.
   d. She wrote the letter because she didn't understand the assembly instructions.
2. How many problems does Klara Agusta have with the toy she purchased?
   a. One.
   b. Two.
   c. Three.
   d. Four.
3. What does Mrs. Agusta ask for?
   a. A new toy of the same model.
   b. A copy of her sales receipt.
   c. The missing parts of the toy and its assembly instructions in English or French.
   d. A refund.
4. What might make Mrs. Agusta purchase Tiny Tents manufactured by the Tiny Tots Toy Company?
   a. The toys have a low price.
   b. The toys are easy to assemble.
   c. The design of the toy is impressive.
   d. The toys manufactured by the company, which she has purchased, have always had an impressing quality.
5. Whom does Mrs. Agusta write the letter to?
   a. The shopkeeper of the store where she purchased the toy.
   b. The owner of the Tiny Tots Toy Company.
   c. The worker who made Tiny Tents.
   d. The customer service representative of the Tiny Tots Toy Company.

Know Your Stuff

When creating business letters, use 8 1/2' by 11' unlined paper. Although 24-pound with 100+ brightness is a little more expensive, it will make a better impression than everyday copy paper. Use 1" margins on all four sides. Use a serif font such as Times Roman (12 point) or Georgia (11 point). A business letter should be single-spaced and if possible, typed on a computer. Print the letter on only one side of the paper.

Taken from *www.writeexpress/businessletter.com*

Activity 20

Read and study the letter from The Tiny Tots Toy Company in reply to the letter from Mrs. Klara Agusta.

The Tiny Tots Toy Company
Jalan Ceningan Sari No.50
Sesetan, Denpasar 80223

May 30, 2007

Klara Agusta
Jalan W.Z. Johanes No.621
Kel. Bumi Nyiur, Manado 95118

Dear Mrs. Agusta,

Please accept our sincerest apologies on the inconvenience concerning the missing parts of our product and the instructions. I can assure you that action has been taken to remedy the problem. We have sent the missing parts and the assembly instructions in English and French.

As a token of good faith we would like to offer you a gift certificate of Rp100,000 of toys at the store you purchased Tiny Tents. We hope that this will help compensate for any inconvenience the problem caused.

After checking, we discovered a number of glaring errors he had made. Thank you for bringing the error to our attention.

We hope that this will be a satisfactory solution. Your parts of Tiny Tents and the assembly instructions should be arrive shortly as they were sent May 29.

Sincerely yours,

Diana

I Gusti Putu Diana Supta
Customer Relations

Activity 21

Work in groups and identify the following parts of the letter in Activity 20.

1. letter head
2. date line
3. inside address
4. salutation
5. closure
6. complementary

Writing

Activity 22

Answer these questions based on your experiences.

1. Have you ever written a business letter?
2. What kind of business letter have you written?
3. What are the differences between personal letter and business letters?
4. Do you think business letters are important?
5. Do you think writing a business letter is difficult?

Activity 23

Study the following information before learning how to write a business letter. Then paraphrase it. Write the main points of the information.

Content of a Formal Letter

The first paragraph should be short and state the purpose of the letter- to make an enquiry, complain, request something, etc.

The paragraph or paragraphs in the middle of the letter should contain the relevant information behind the writing of the letter. Most letters in English are not very long, so keep the information to the essentials and concentrate on organizing it in a clear and logical manner rather than expanding too much.

The last paragraph of a formal letter should state what action you expect the recipient to take- to refund, send you information, etc.

Activity 24

Read and study the following business letter and identify the parts of the letter. Work in groups.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

Better Widget Makers, Inc.
Jalan Garuda No. 61
Pontianak 78251

October 1, 2007

Mr. Putra Wisesa
Vice President, Sales and Marketing
Golden Bread Company
Jalan Karimata No. 62
Pontianak 78116

Dear Mr. Wisesa:

I received your price information packet today and appreciate its prompt delivery. It seems to have everything I need. You mentioned deeper discounts in consideration of an annual contract. I am looking for just such an arrangement. Should I be unavailable when you call on Friday, please speak with my assistant, Ani Rifai. She keeps my calendar and will assist you in making an appointment.

Thanks again,

Ida

Ida Linggodjiwo
Purchasing Agent
CC: Ani Rifai

Activity 25

Complete the following acknowledgement of order using the words in the box. Then notice and study it.

- raw materials
- delivery
- unsuccessful
- part number
- back-order
- inventory
- quarter-inch
- are pleased
- penny
- production

Surf the Net!

There are many kinds of business letter. You can see and learn the various types of business letter at http*://www. business letters.com*

Sumberejo Nuts and Bolts
P.O. Box 3445, Semarang 50254

April 1, 2007
Permana Asmasubrata
Sentosa Hardware Distributions
P.O. Box 1078
Cirebon 455135

Dear Mr. Asmasubrata,

We [1]_____ to receive your order for 10,000 [2] _____ nuts, part number XJ223345KU. However, we are unable at this time to fulfill the order.

Our present [3] _____ has been depleted and that nut is now in [4] _____ until mid-July. Our supplier of [5]_____ is unable to supply the materials until July 1, thus pushing us back to mid-July for possible [6]_____. We have tried, but were [7]_____, to find an alternate source of raw materials. If you like, we could substitute [8]_____ XJ223345KU. It is a [9]_____ higher in price per unit. Otherwise, we will keep your order and rush it to you as soon as we can start [10]_____ on these nuts again.

Thank you for your understanding in this matter. We apologize for your inconvenience.

Sincerely,

Pratiwi

Pratiwi Atmodirono
Production Head

Activity 26

Study the following letter of complaint and the reply. Discuss it with your friends.

Solve It!

Identify the underlined word or phrase that that should be corrected or rewritten.

Back to School Midyear Sales

at Bros! Prices are <u>more lower</u> (a)

than those of other <u>stores in town</u> (b).

Come for <u>anything</u> (c) you need

<u>at school.</u> (d)

Taken from *Ujian Nasional 2005/2006*

Dear Sir/Madam

I wish to lodge a complaint against one of your waitresses called Susi Sunaryo.

Last Saturday I took my family for a meal at Black Dahlia Restaurant. Although there were not many people at the restaurant, we were made to wait for forty minutes for a table. We were kept waiting a further thirty minutes before we were served. When I complained to the waitress, she became rude.

I was very upset by the treatment we received. I hope you will take the necessary action on this matter.

Thank you.

Yours truly,

Edi

Edi Susilo

BLACK DAHLIA RESTAURANT
Jalan Merdeka No. 130 Padang Sidempuan 22717

April 15, 2008

Edi Susilo
Jalan Kertas Sampul No. 05
Pematang Siantar 21147

Dear Mr. Susilo

Apology — I wish to personally apologize for your unfortunate treatment by our employee, Susi Sunaryo, Last Saturday. Her actions toward you were totally inappropriate.

Action taken — Because of this situation, we have relieved Ms. Sunaryo of her position. We would also like to offer you a voucher for Rp200,000 of dinner at our restaurant. We value our customers and hope that this token will help compensate for the disappointment you felt. We are increasing our training in customer relations for all of our employees to avoid just such a problem occuring again.

Thank you

Thank you for your understanding. We hope that this is a satisfactory solution to the problem.

Sincerely yours,

Ratna

Ratna Pradipta

Activity 27

Write a reply letter to the following letter of complaint.

Jalan Proklamasi Blok J No.9
Palembang 301237

2 May 2007
The Manager
Achilles Footwear
Jalan Cemara No.39
Palembang 30245

Dear Sir/Madam,
Defective Shoes

I am writing to complain about a pair of shoes which I purchased last week from your shop.

Your sales assistant recommended these shoes for walking. Although she said they had non-slip soles and were fully waterproof, my feet were soaked when I wore them in the rain yesterday.

I enclose the receipt for Rp185,000 and would appreciate a refund or a pair of genuine waterproof walking shoes as replacement.

Yours faithfully,

Pandu

Pandu Kurniawan

Grammar Review

Although or In Spite of

Study the sentence.

- *Although* she said they had non-slip soles and were fully waterproof, my feet were soaked when I wore them in the rain yesterday.

Study this example situation:

Last year Jaka and Joni spent their holidays by the sea. It rained a lot but they enjoyed themselves.

You can say:

- *Although it rained a lot*, they enjoyed themselves.(= It rained a lot *but* they ....) or
- In spite of / Despite the rain, they enjoyed themselves.

After *although* we use a *subject + verb*.

After *in spite of* (or *despite*) we use a *noun*, a *pronoun* (*this*/*that*/*what* etc.) or *-ing*

Activity 28

Complete these sentences with *although* or *in spite of*.

1. _____ all my careful plans, a lot of things went wrong.
2. _____ I had planned everything carefully, a lot of things went wrong.
3. I love music _____ I can't play a musical instrument.
4. _____ being very tired, we carried on walking.
5. The heating was full on, but _____ this the house was still cold.

Know How to

Writing Business Letters

There are two main styles of business letters:

Full block style: Align all elements on the left margin.

Modified block style: Down the middle of the page, align the return address, date, closing, signature, and typed name; align other elements on the left page margin.

The followings are the elements of a standard business letter and their functions.

Return Address:

Your address (or the address of the company you represent). If you are using preprinted stationary, there is no need to retype the information.

Date:

Leave two blank lines after the return address. Always spell out the month and include the day, a comma, and the year.

Inside Address:

Leave two blank lines after the date. Then type the address of the person or company to whom you are writing.

Salutation:

Type Dear, followed by the person's name. End the line with a comma. If you don't know the name of the person, use a title instead (i.e., Dear Editor, Dear Madam).

Body:
Align your message on the left margin. Skip a line before starting a new paragraph, but do not indent the paragraph's first line. Make sure that each paragraph is clear and concise.

Closing:
Leave two lines of space after your last body paragraph, then use a conventional closing, followed by a comma (i.e., Sincerely, Sincerely Yours, Respectfully).

Signature:
Your signature should appear below your closing. Unless you have established a personal relationship with the person you are writing, use both your first and last name.

Taken from *www.wikipedia,com*

Summary: Revisit This Unit

- **Understanding simple business letters**
  - Element of a standard business letter
    - Return address
    - Date
    - Inside address
    - Salutation
    - Body
    - Closing
    - Signature
    - Name and position
    - Abbreviations at the end of a letter
- **Grammar review: Although or in spite of.**
  - Although it rained a lot, they enjoyed themselves.

Reflection on Your Learning

After doing all activities, you may answer the following questions to check whether you have comprehended the learning materials in this unit.

1. What have you learned in this unit?
2. Can you mention examples of business letters?
3. Can you mention elements of a standard business letter?

If you find some difficulties while answering the questions, you can discuss them with your friends and consult your teacher.

Unit 6

Source: *Tempo, December 12, 2004*

Keep Up the Good Work

In This Unit

Listening
Responding to procedures read by someone

Speaking
Explaining a guideline or a procedure

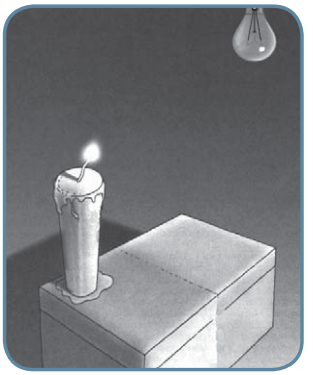
Reading
Comprehending the text about SOP

Writing
Writing parts of SOP according to given example

Listening

Activity 1

Look at the picture and answer the following questions.



1. What happens to the light?
2. What will you do if the light in your room does not work?
3. Do you know the correct way of checking the light bulb?

Activity 2

Listen to the tape. Put these instructions into the correct order. Compare your answer with your friends.

- Test it.
- Turn the bulb anti-clockwise.
- Look at it.
- Take it out of the socket.

Begin like this:

1. Switch off the power.

Activity 3

Listen to the tape. Complete the dialog using the questions you hear. Work in pairs.

Ita : [1] _____

Nova : They are for fixing screws to brick walls or concrete walls.

Ita : [2] _____

Nova : Because they give the screw a good grip.

Ita : [3] _____

Nova : First, mark the position of the object you want to hang on the wall. You can use a pencil or nail. Then make a hole for the wallplug.

Ita : [4] _____

Nova : You can use a hammer and nail or an electric drill to make the hole.

Ita : [5] _____

Nova : Withdraw the nail or drill and clear away the loose dust. Next, push the wallplug into the hole.

Ita : [6] _____

Nova : Yes. Tap it gently with a hammer. It will go right in. You must not have it protruding from the surface of the wall.

Ita : [7] _____

Nova : Insert the screw into the wallplug.

Ita : [8] _____

Nova : Yes, you do. [9] _____

Ita : Yes!

Activity 4

Listen to the following short procedures and decide whether each of these statements is true or false.

1. _____ The text tells us about Instructional Equipment.
2. _____ Justification must be submitted by purchase orders.
3. _____ A work request can be used to have IBM computers, Epson printers and typewriters repaired.
4. _____ Image writers' repairs should be directed to the help desk.
5. _____ The barcode must be entered on the work request.

Activity 5

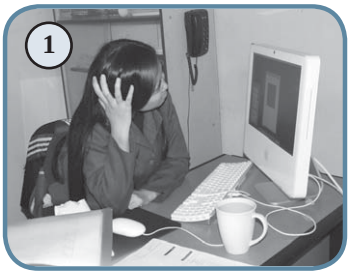
Work in groups and listen to another procedure. Then complete the following table based on the text you have heard.

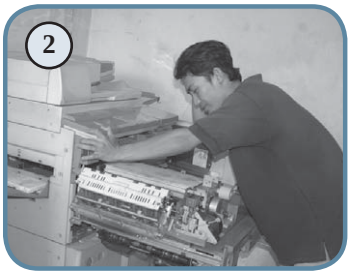
Activities	Time Schedules
Pest control	
Notification	
Technicians work	

Speaking

Activity 6

Look at the pictures and answer the following questions. Discuss the answers.





Source: *Publisher's Documentation*

1. What is happening in each picture?
2. Do they have problems?
3. What problems do they have in each picture?
4. What might cause the problems?
5. What should be done to solve the problems?

Activity 7

Work in pairs. Match the words from the three columns. Then make questions and answers. Take turns.

Example

Job : a ; Method : 5; Tool : c

Student A : Remove this nail from the tire.

Student B : How?

Student A : Pull it firmly with a pair of pliers.

Job	Method	Tool
a. Remove/nail/tire	1. twist/tightly	A. electric drill
b. make/hole/steel plate	2. press/gently	B. finger
c. join/cables	3. drill/carefully	C. pair of pliers
d. check/concrete/dry	4. measure/carefully	D. brush
e. check/width/shelf	5. pull/firmly	E. ruler
f. paint wall	6. spread/evenly	

Pronunciation Practice

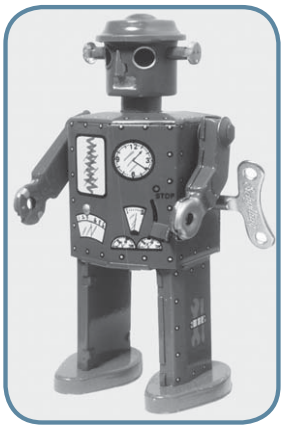
Activity 8

Say the words below and find their meanings by consulting the dictionary.

1. robot /'rəʊbɒt/
2. rubbish /'rʌbɪʃ/
3. fix /fɪks/
4. nut /nʌt/
5. bolt /bəʊlt/
6. wire /'waɪə/
7. thoroughly /'θʌrəlɪ/
8. dirt /dɜ:t/
9. leak /li:k/
10. tap /tæp/

Activity 9

Study the dialog. Then act it out with your friend.



Source: *CD Image*

Dina : Where's your robot, Adi?

Adi : In the rubbish bin. It began to do everything wrong. I couldn't fix it, so I threw it away.

Dina : Let's find out what's wrong with it. First, remove the nuts, bolts and wires. Wash the rest of the parts thoroughly so that they are free of dirt and oil.

Adi : The parts are now completely dry. What do I do next?

Dina : Put back the wires. They must be carefully arranged. Then join the parts using the nuts and bolts. Later, the buttons be fitted. Here, let me show you how.

Adi : Oh, it works! Thank you, Dina. You're wonderful at fixing things. Could you also fix our leaking tap?

Activity 10

The following are guidelines for keying systems. Study each guideline and then pretend that you are assigned by the company where you are working to explain it to some new recruits. Explain the guidelines in your words.

- Each principal should obtain a metal stamp kit or an electric vibrating engraving tool to be used in identification of keys. The key box must be maintained in a definite order such that the code book could be interpreted by a locksmith, assistant principal, or any other individual who is authorized to access the box.
- The building should be keyed for zones and sub-zones to ensure security in case a key is lost or stolen. Grand Masters should not be duplicated except by Service Center personnel and should be issued to a select group. All areas should be left on the master system except areas of the principal's offices and the vault.

Activity 11

Read the dialog and practice it with your friends. Pay attention to your intonation.

Dr. Kimberly : Mr. Davis. On behalf of the university management, I'd like to briefly describe the new working procedures that are hoped to be more flexible.

Mr. Davis : Please do, I'm listening.

Dr. Kimberly : Well, the spirit of these new working procedures is to offer some flexibility for university employee in order that they can maintain the quality of the service to the students and other clients.

Mr. Davis : Anyway, will these new procedures be put into effect for all employees?

Dr. Kimberly : Of course not. These will be applicable only to those who have continuously worked for the university for at least one year.

Mr. Davis : What are the major changes?

Dr. Kimberly : A lot. One of them is working hours and working arrangements. Employees are now given an opportunity to request any change for working hours and arrangements.

Mr. Davis : Sounds interesting. Go on.

Dr. Kimberly : Any request that is made and accepted will make a permanent change to contractual terms and conditions. The personnel manager will hold a meeting to discuss details about this.

Reading

Activity 12

Answer the following questions.

1. What would you do if your appliance got damaged?
2. Would you fix it or ask someone else to fix it?
3. Are you good at fixing things?
4. When fixing things, can you follow a written instruction?

Activity 13

Work in groups of four. Decide which sets of instructions you prefer, and why.

Text 1

Mending a Fuse

- First, find the fuse box.
- Then make sure you turn off all the main electric switches.
- Now open he door of the fuse box. Inside is a row of white objects. These are the fuse carriers. The fuse wires are fixed inside them.
- Pull out the fuse carriers one by one to see if the wire is broken. The fuse is broken when you can see the two burnt-out ends of wire. The fuse carrier will be slightly blackened.
- Hold the fuse carrier firmly and loosen the nuts.
- After that, take out the broken bits of wire.
- Remember to choose a new length of fuse wire of the carrier in a clockwise direction.
- Then turn the carrier round. Twist the wire round the other end in the same way.
- Next, screw both nuts tight.
- Finally, replace the carrier in the fuse box. Turn on the main switch and put on the lights.

Taken from *English Form 4*, 1990

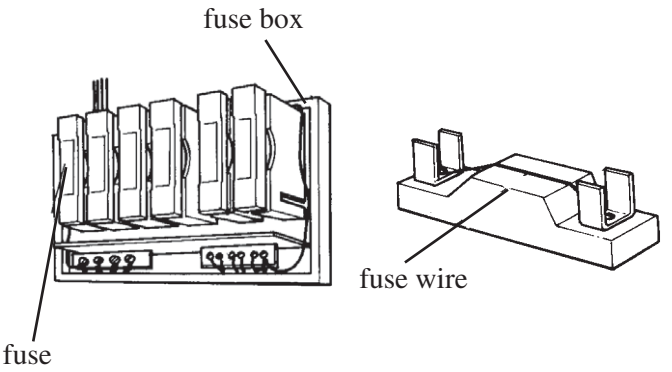
Know Your Stuff

A typical SOP contains the following elements:

- purpose and scope;
- definitions;
- materials and equipment needed;
- safety concerns;
- who is responsible;
- step-by-step procedure with identification and emphasis of "critical steps";
- records to be kept;
- copies of forms to be used;
- references.

Taken from *www.hawaii.edu/ehso/bio/theSOP*

Text 2



Mending a Fuse

Every household electrical system has a fuse box which contains fuses. Often a fuse wire burns out and you will have to fix a new fuse wire which can be bought at an electrical or a hardware shop. You must always use the same thickness of wire. To change the fuse wire, you will first have to open the fuse box. Next, find the fuse carrier with a new one. Always wind the wire in a clockwise direction. Finally, put the carrier back, turn on the main switch on the lights.

Taken from *English Form 4*, 1990

Activity 14

Answer the question based on the text in Activity 13.

1. What is the text about?
2. What is inside of the fuse box?
3. Why should the fuse carriers be pulled out one by one?
4. How can you know that the fuse is broken?
5. Can you use any kinds of wire for replacing the broken one?
6. Which word in the text means in the direction of the movement of the hands of a clock?
7. What is the very last step you have to take when mending a fuse?

Activity 15

Find the words in the texts in Activity 13 which have the following Indonesian equivalents.

1. *sekering*
2. *tombol*
3. *kawat*
4. *melepaskan*
5. *mur*
6. *searah jarum jam*
7. *memilih*
8. *ujung*
9. *menyalakan*
10. *lampu*

Activity 16

Answer the questions based on your experiences.

1. Have you ever read a standard operating procedure?
2. What kinds of standard operating procedure have you read? What is it all about?
3. What do you know about standard operating procedure?
4. What do you think is an SOP for?

Activity 17

Read and study the following paragraphs and match them with their topics. The text is a procedure of a general warehouse in a private school. Work in groups.

General Warehouse Procedures

• Topic: Chairs for Loan	• Topic: Furniture in Portable Classrooms

• Topic: Special Requests

Paragraph 1
Furniture in portable classroom shall be transferred with the trailer. (The sending school should prepare a C-50 for the furniture in the trailer and the receiving school should complete the C-50 form when trailer and furniture are transferred.) In the event the furniture is not adequate for the grade/program, then an R-40 should be submitted requesting the appropriate furniture. The R-40 should include a statement of justification of why the furniture received with the trailer is not usable.

Paragraph 2
The number of black stacking chairs available for loan are limited. Priority will be given to Board of Education programs and to other school programs where seating is normally not available (e.g. graduation exercise at a stadium). It may be necessary for the school to borrow chairs from another school. It shall be the responsibility of the person/school making a special request for loan of chairs to schedule and coordinate the loan from the school and then contact the Service Center. The warehouse will do the pickup and delivery. The request must identify both the delivery date to a school and the date of pickup for return to the warehouse. When your school orders chairs from the Service Center, the same chairs must be stacked and counted. Blue chairs will no longer be loaned.

Paragraph 3
All special requests must be submitted on a Work Request. Adequate planning and notification to the Warehouse must be in a timely manner so as to allow the warehouse to plan and schedule the special delivery or transfer request.

Solve It!

Mela : I have already put the letter here. What's next?

Bowo : Do you see the "start" button on the machine? If you press it, ...

Mela : Oh, yes. Thank you.

a. you will see the next instruction

b. you would see the next instruction

c. you would see the next instruction

d. you would have seen the next instruction

Taken from *Ujian Nasional* 2005/2006

Writing

Activity 18

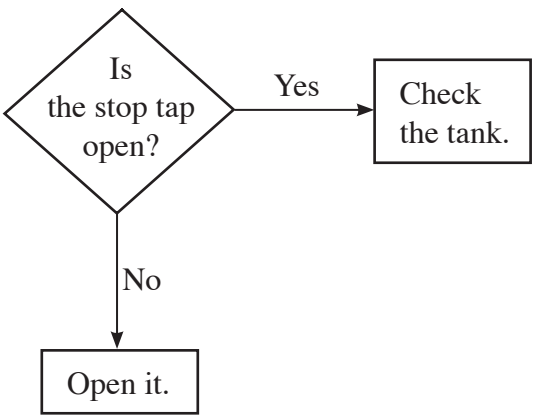
Study the text and then answer the questions.

If the water does not flow, first check the stop tap. If it is closed, you should open it. But if it is open, check the tank. If the tank is empty, switch on the pump and fill it. But if it is full, you should check the pipes. They might be clocked.

1. The water does not flow, what do you do first?
2. The stop tap below the sink is open. What do you do?
3. What do you do if it is closed?
4. What do you do if the tank is full?
5. If the tank is empty, what do you do?

Activity 19

Study the chart and its explanation.



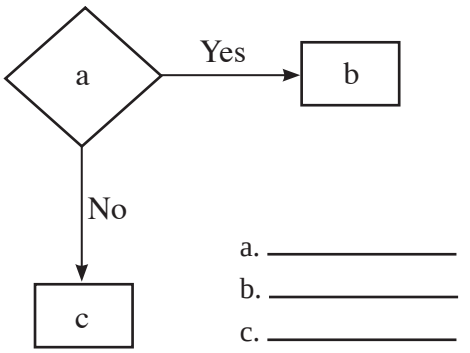
If the stop tap **is** open, check the tank.

If the stop **is not** open, you should open it.

Activity 20

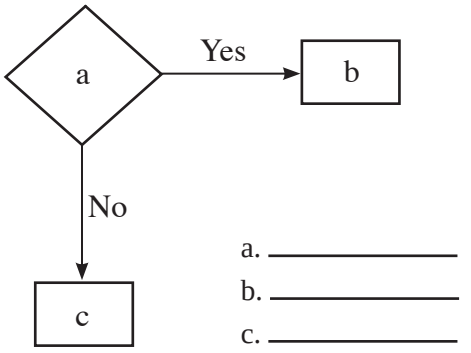
Complete these charts in the same way as the one in Activity 18.

1.



If the switch is working, switch on the electricity.
But if the switch is not working, you must repair it first.

2.

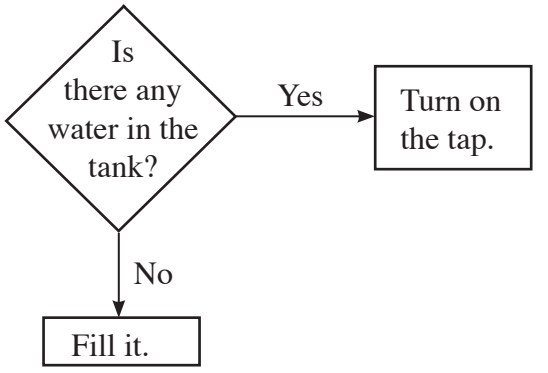


If the switch is working, switch on the electricity.
But if the switch is not working, you must repair it first.

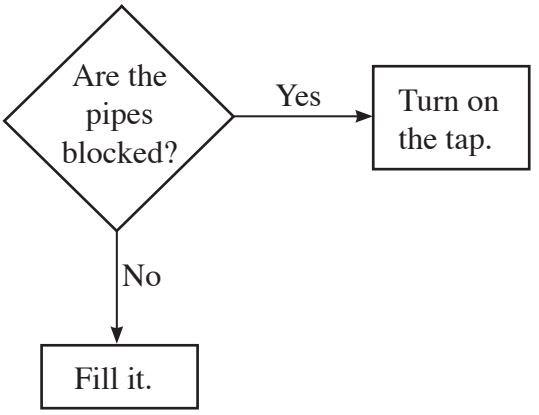
Activity 21

Make sentences, like the ones in Activity 19 about these charts.

1.



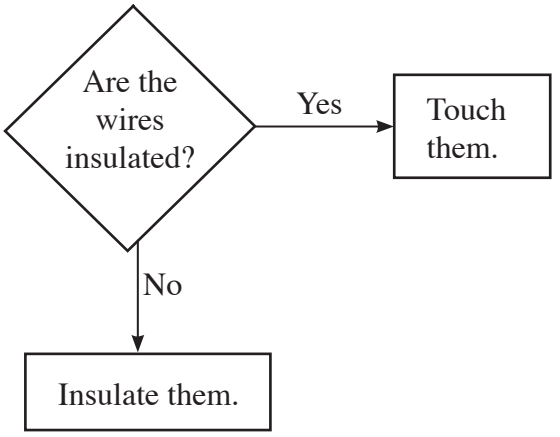
2.



Surf the Net!

The term standard operating procedure, abbreviated as SOP, is used in a variety of different contexts: healthcare, education, industry and military, etc. You can learn more about SOP at *http://www.lehigh.edu/~kaf3/sops/sop2.html.*

3.



Grammar Review

Imperatives

Study these sentences.

- *Check the stop tap.*
- *Open it.*
- *Switch on the electricity.*
- *Repair it first.*
- *Don't use these broken wires.*

In the sentences above the verb forms *check, open, switch, repair* and *don't use* are called "imperatives". Affirmative imperatives have the same form as the infinitive without to; negative imperatives are constructed with *do not (don't) + infinitive.*

Imperatives are used, for example, to tell or ask people what to do, to make suggestions to give advice or instructions, to encourage and offer, and to express wishes for people's welfare.

Activity 22

Change the questions into instructions. Use the word *check*.

NOTICE

Check these things before you leave the workshop.

1. Are all the machines are off
   Check that all the machines are off.
2. Is the floor clean?
3. Are the tools in the boxes?
4. Are the fire buckets full?
5. Are the goggles in the store room?
6. Is the store room closed?
7. Are the windows and doors closed?
8. Is the mains switch off?

Activity 23

Match the instructions with the ones in the box.

1. Tighten the screw.
2. Switch off the power.
3. Write in English.
4. Loosen the nut.
5. Write in Arabic.
6. Switch on the power.

a. Write from left to right.
b. Turn it anti-clockwise.
c. Push the switch downwards.
d. Push the switch upwards.
e. Turn it clockwise.
f. Write from right to left.

Know How to

How to Write a Standard Operating Procedure

A Standard Operating Procedure, or an "SOP," is a document containing instructions on how to perform a task. It ensures that routine jobs get performed safely and in compliance with applicable regulations. You can write an authoritative Standard Operating Procedure by following these steps.

Step 1:

Ask employees using the SOP for their input on how the job should be performed. Expect the document to undergo several drafts before a final can be generated. Have the employees themselves review the drafts for additional suggestions.

Step 2:

Prepare a first draft. This draft should map out all necessary steps in the procedure. Determine if any large steps can be broken down into smaller steps. Create a simple flow chart to serve as a valuable first draft.

Step 3:

Write the first page including a short introduction giving an overview of the entire job. This way, employees who normally read and perform one step at a time must preview the job from start to finish before beginning.

Step 4:

Prepare a header on the first page. It must include the company name and business unit logo, document title, date of creation and specific document number as assigned by document control personnel. Also include an issue number generated by change control.

Step 5:

Create a table directly under the header entitled, "Amendment History and Approvals." Include columns for the issue date of the SOP, description of changes and signatures for the SOP originator, department manager and the Quality Control manager. The description of changes briefly should summarize any revisions made to the SOP since its creation. Each revision must be signed by its initiator.

Step 6:

Begin the second page with the purpose of the SOP. Include its scope, the contents of the document, definitions of terms or abbreviations used in the SOP, responsibilities of personnel involved in the procedure and references to documents the SOP relied upon, such as trade standards.

Step 7:

Finish the SOP by describing the procedure in short steps. Use simple language and avoid describing multiple steps in the same sentence. Once the task has been detailed, date the document and have it signed by the appropriate regulatory personnel. Email the SOP to the document control department and the manager responsible for implementing the procedure.

Summary: Revisit This Unit

- **Understanding standard operating procedure (SOP)**
  - Element of a typical SOP
    - purpose and scope
    - definitions
    - materials and equipment needed
    - safety concerns
    - who is responsible
    - step-by-step procedure with identification and emphasis of "critical steps"
    - record to be kept
    - copies of forms to be used
    - references.
- **Grammar review: Imperatives**
  - Check the stop tap.
  - Open it.

Reflection on Your Learning

After doing all activities, you may answer the following questions to check whether you have comprehended the learning materials in this unit.

1. What have you learned in this unit?
2. What does SOP stand for?
3. What are the elements of a typical SOP?

If you find some difficulties while answering the questions, you can discuss them with your friends and consult your teacher.

Unit 7

Source: *Stockbyte*

Sincerely Yours

In This Unit

Listening
Responding to the content of business letters read by someone

Speaking
Creating a dialogue about job interviews

Reading
Reading and comprehending the content of an application letter and the reply

Writing
Composing the reply of a business letter

Listening

Activity 1

Listen to the information and answer these questions.

1. What is meant by a business letter?
2. How is a business letter written?
3. What is the purpose of business letters?
4. What will the letter style depend on?
5. What is the general consensus of letter style?

Activity 2

Listen to the reading of the letter and complete it. What kind of business letter is it? Discuss it with your friends.

First National Bank
223 Ames, Casper, WY 82676

August 30, 2007

Kelly Flanders
1795 Hisper Ln. #3
Casper, WY 82676

[1]_____ Ms. Flanders,

I am sorry to [2]_____ you that we could not [3] _____you as bank tellers.
As you may know, we recently through a major [4]_____ However, we have filled all of our [5]_____ positions and do not [6]_____ any change in staff in the near [7] _____. We will, however, keep your [8]_____ on file for future reference should an opening arise.

Thank you for your [9]_____. If you have any [10]_____, please call me.

Sincerely,

Hiram

Hiram Scott
Vice President Human Resources

Activity 3

Listen to the following parts of business letter. Then arrange them into a good order of the letter.

1. body of letter /'bɒdɪ əv 'letə(r)/
2. date line /deɪt laɪn/
3. attention line /ə'tenʃn laɪn/
4. salutation /'sælju'teɪʃn/
5. letter head /'letə(r) hed/
6. complimentary /'kɒmplɪ'mentri/
7. signature /'sɪgnətʃə(r)/
8. inside address /'ɪn'saɪd ə'dres/
9. identification /ər'dentɪfɪ'keɪʃn/
10. enclosure /ɪn'kləʊʒə(r)/

Activity 4

Look at and study the letter in Activity 2 once again. Then identify the following parts of letter. Work In groups.

1. Letterhead or sender's address
2. Date
3. Inside address
4. Salutation or greeting
5. Letter body
6. Complimentary closing
7. Signature, printed name, and position of sender

Activity 5

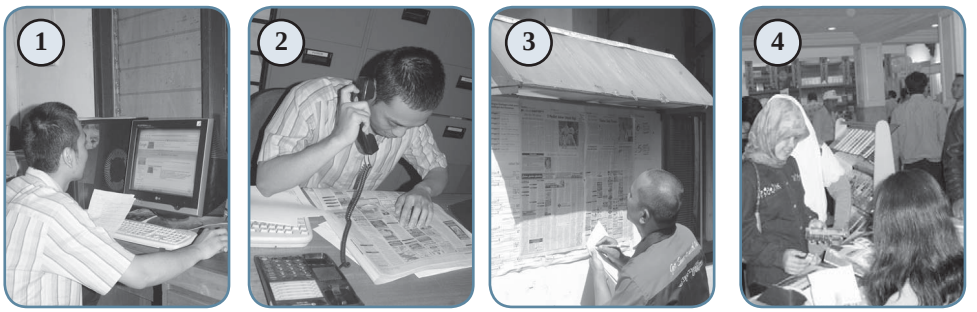
Listen to the short business letter and decide whether the following statements are true or false. Compare your answers with your friends'.

1. The type of the letter is an order letter.
2. Persada Multicom is a software product company.
3. Global software company sells computer services.
4. The item were not requested are latest brochures and products sample
5. Persada Multicom wants to distribute software.

Speaking

Activity 6

Look at the pictures and answer the questions.



Source: *Publisher's Documentation*

1. What are people doing in each picture?
2. What different methods do people usually use to look for a job?
3. What other methods could we use to find a job?
4. What will you do to look for a job?
5. What do you feel when you finally get a job?

Pronunciation Practice

Activity 7

Pronounce the words below correctly and find their meaning by consulting the dictionary.

1. application /ˌæplɪ'keɪʃn/
2. curriculum vitae /kəˌrɪkjələm 'vi:taɪ/
3. enclose /ɪn'kləʊz/
4. business /'bɪznɪs/
5. vacancy /'veɪkənsɪ/
6. report /rɪ'pɔ:t/
7. experience /ɪk'spɪərɪəns/
8. interview /'ɪntəvju:/
9. requirement /rɪ'kwəɪə(r)mənt/
10. signature /'sɪgnatʃə(r)/

Activity 8

Read the dialog carefully and act it out with your friends'.

Wina : Mel, do you have today's paper?
Meli : Yes, what's up?
Wina : Bring it here. I heard from my uncle that there is a job vacancy that may be appropriate for us.
Meli : Oh really?
Wina : Come on. Take it.
Meli : Alright. Here you are.
Wina : See. A new supermarket requires some general clerical assistants.
Meli : No kidding?
Wina : Come one. Look. 16-19 years old. No experience required. That's us, right?
Meli : Yup. It seems promising. And see the working hours. Only from Monday to Friday from 09.00-15.00.
Wina : That's cool. Also there's a subsidy for a canteen staff and a discount staff.
Meli : Let's write the letter.

Know Your Stuff

When you are looking for a new job, you must talk to as many people as you can who work in your fieldor in related fields. This is called net working.
Net working allows you to learn about new areas to pursue and to find out which companies may need someone with your skills. Networking is a fun and easy way to find out about new opportunities. And when your new job comes along, you will already know some of your collegues.

Taken from *TOEIC Test*,2007

Activity 9

Read the dialog again. Then answer the question orally.

1. What does *by the paper* mean?
2. Who told Wina about the job vacancy?
3. Who owns the paper?
4. What position is offered by the new supermarket?
5. Is experience required to apply for the post?
6. How many hours should an assistant work in a day?
7. How many days a week should an assistant work?
8. What kind of letter will they most probably write?

Activity 10

Work in groups of four and list two sets of job interview questions. Then create a role play of a job interview. Use your interview questions. Then present your role play to another pair.

1. Questions the interviewer will ask
2. Questions the applicant should ask

Now take turns reading questions and giving answers.

Reading

Activity 11

Read the following text and guess what the text is about. Work in groups.

It is essential to understand that writing for a business context or audience can be distinctly different than writing in the humanities, social sciences, or other academic disciplines. Writing for business. It should be to the point, specific and accurate.

In most cases, the business letter will be the first impression that you make on someone. For this reason it is important that you are diligent in your task of writing an effective business document. Even though business writing is possibly less formal than it once was, your writing must still adhere to the conventions of standard American English by using conventional spelling and standard grammatical forms.

Business writing varies from the chatty, conversational style often found in e-mail messages to a familiar co-worker, to the more formal, legalistic style found in contracts. In the majority of memos, e-mail messages, and letters, a style between these two extremes is appropriate. Always remember, writing that is too formal can alienate readers, and an overly obvious attempt to be causal and informal may strike the reader as insincere or unprofessional. In business writing, as in all writing, knowing your audience is critical.

Source: *www.bsnss22.edu.com*

Activity 12

Read the text in Activity 11 again and find the words/ phrases that are antonymous to the following words.

1. unclear /ʌnˈklɪə(r)/
2. hesitant /ˈhezɪtant/
3. wordy /wɜ:dɪ/
4. lazy /ˈleɪzɪ/
5. formal /ˈfɔ:ml/
6. unsuitable /ʌnˈsu:tabl/
7. honest /ˈɒnɪst/
8. insignificant /ˌɪnsɪgˈnɪfɪkənt/

Activity 13

Read the text in Activity 11 again and decide if each of the following statement is True or False.

1. _____ Business letter writing is relatively similar to writing in social sciences disciplines.
2. _____ In business letters, the message should be expressed in clarity, with no wasted words.
3. _____ Business writing is now certainly less formal that it was in the past.
4. _____ Conventions of Standard American English include writing styles.
5. _____ Messages to a coworker are less formal than language used in contracts.
6. _____ Knowing audience in writing business letter is not important.

Activity 14

Read the following text about application letters carefully and answer the questions.

An application letter is a cover letter, a sales letter, and a marketing tool all in one and it should accompany a professional resume any time a person applies for a job. Its main objective is to get the applicant in the door for an interview and must be written well enough to attract the attention and interest of the person with the power to recommend or grant one. The scope should include compelling information that will convince the reader that the qualifications outlined in the resume are strong enough to make an applicant a candidate. The successful application letter accomplishes three tasks: It catches the reader's attention favorably, it convinces the reader that you are a qualified candidate for the job, and it requests an interview.

Source: *www.appli.job.edu*

1. What is application letter?
2. What is the purpose of application letter?
3. How should we write a good application letter?
4. What are the scopes of application letter?
5. What should we accomplish to write a successful application letter?

Activity 15

Read the text again and identify the main ideas and supporting ideas.

Activity 16

Read and study the application letter below carefully. Then complete the statements that follow.

6123 Farrington Road
Apt. B11
Chapel Hill, NC 27514
January 11, 2007

Taylor, Inc.
694 Rockstar Lane
Durham, NC 27708

Dear Human Resources Director,

I just read an article in the News and Observer about Taylor's new computer center just north of Durham. I would like to apply for a position as an entry-level programmer at the center.

I understand that Taylor produces both in-house and customer documentation. My technical-writing skills, as described in the enclosed resume, are well suited to your company. I am a recent graduate of Devry Institute of Technology in Atlanta with an Associate's Degree in Computer Science. In addition to having taken a broad range of courses, I served as a computer consultant at the college's computer center where I helped train computer users on new systems.

I will be happy to meet with you at your convenience and discuss how my education and experience match your needs. You can reach me at my home address, at (919) 233-1552, or at krock@devry.alumni.edu.

Sincerely,

Raymond

Raymond Krock

1. The sender found the vacancy in _____.
2. He would like to work for _____.
3. Taylor produces _____.
4. He graduated from _____.
5. Previously, he worked in _____.
6. He would like to meet the director to talk about _____.
7. He can be reached at _____.
8. He lives at _____.

Activity 17

Read the advertisement and the letter. Then answer the questions by choosing a, b, c, or d.

WESTINGHOUSE

JOB OFFERING

MARKETING REPRESENTATIVE

Indonesia's fastest-growing teenagers' clothing company seeks a marketing representative. Position requires travel approximately one week per month, representing the company at conferences and media events.

Required qualifications

- a degree from a four-year college or university, preferably in marketing.
- at least one year of experience in sales, preferably clothing.
- excellent communication skills, including experience giving presentations.

Mail you resume and cover letter to

Anton R. Poniman
Recruiting Coordinator
WESTINGHOUSE
Jalan Gunung Latimojong 135
Makassar 90145

Know Your Stuff

Tips when you're going to interview

- Don't overdress or look too informal.
- Always go to the interview alone.
- Express your interest in the job and the company using information you gathered to prepare for the interview.
- Let the interviewer direct the conversation.
- Answer questions in a clear positive manner. Show how your experience and training will make you productive in the shortest time with minimal supervision.

Taken from *www.writeexpress/findajob.com*

Anton R. Poniman
WESTINGHOUSE
Jalan Gunung Latimojong 135
Makassar 90145

April 28, 2008

Nova Wahyuni
Jalan Sriwijaya No.23
Semarang 50442

Dear Ms. Wahyuni:

Thank you for applying for the position of marketing representative. We appreciate your interest in Westinghouse.

Although your resume shows that you have good preparation for a career in marketing, unfortunately you don't meet all our required qualifications. You have the degree we are looking for, but not the experience. Your sales experience in an electronics store is a good background, but your time there is just half of what we ask for as a minimum. In addition, you have no experience in clothing sales.

However your resume also shows some of your strengths. You have excellent grades and have been active in your campus' marketing club. Therefore, we would like to offer you a position as an intern. This is a three-month, unpaid internship. Since you just graduate last month, I think this would be a great opportunity for you career.

Contact me by May 5 if you are interested in accepting this position. I look forward to hearing from you.

Sincerely,

Anton

Anton R. Poniman

1. Which of the following is NOT a duty of the advertised job?
   a. Recruiting new staff.
   b. Giving presentations.
   c. Traveling every month.
   d. Attending conferences.

2. What field did Nova get her degree in?
   a. Electronics. c. Communications.
   b. Marketing. d. Clothing design.
3. When did Nova get her degree?
   a. February. c. April.
   b. March. d. may.
4. How long did nova work in an electronics store?
   a. One wee. c. One year.
   b. Six months. d. Two years.
5. What did Anton R. Poniman offer Nova?
   a. A job. c. An internship.
   b. An interview. d. A club membership

Writing

Activity 18

Answer these questions based on you experiences.

1. Do you think application letter is a kind of business letter?
2. Have you ever written an application letter?
3. Do you think business letter is important?
4. Do you think writing an application letter is difficult?

Activity 19

Study the following information. Then write an application letter based on the advertisement.

The successful application letter accomplishes three tasks: It catches the reader's attention favorably, it convinces the reader that you are a qualified candidate for the job, and it requests an interview.

When you are writing a letter of application, do the following:

- Identify the job by title and let the recipient know how you heard about it.
- Summarize your qualifications for the job, specifically your work experience, activities that show your leadership skills, and your education.
- Refer the reader to your enclosed resume.
- Ask for an interview, stating where you can be reached and when you will be available.

- If you are applying for a specific job, include information pertinent to the position that is not included in your general resume.

Those who make hiring decisions review many letters of application. To save them time as well as to call attention to your strengths as a candidate, you should state your objective directly at the beginning of the letter:

I am seeking a position as a manager in your Data Center. In such a management position I can use my master's degree in information systems and experience as a programmer/analyst to solve business problems.

If you have been referred to a company by one of its employees, a career counselor, a professor, or someone else, mention that before stating your job objective:

During the recent ARRGH convention in Washington, D.C., one of your sales representatives, Dusty Brown, informed me of a possible opening for a manager in your Data Center. My extensive background in programming and my master's degree in management information systems make me highly qualified for the position.

In the succeeding paragraphs, expand on the qualifications you mentioned in your opening. Add any appropriate details, highlighting experience listed on your resume that is especially pertinent to the job you are seeking. Close your letter with a request for an interview. Prepare your letter with utmost care, proofreading it carefully.

Surf the Net!

Are you still unable to understand clearly how to write a job application? Go to *http://www.askoxford.com/betterwriting/successfulcv/application/*.

PAKUWON GROUP

need outstanding

Sales & Leasing Executives (S & LE)

- 3 years experience in advertising, event organizer, sponsorship, or leasing space

General Requirements:

- Minimum D3 in economy-management, marketing or relevant from reputable university
- Fluent in English, good appearance and presentable

Please put position code on the left of envelope and all application should be received before April 5th, 2008 to: PO BOX 4494 JKTM 12700

Activity 20

Study the application letter and then complete the reply with the words in the box.

Jalan Kertanegara 47
Semarang 50251

January 11, 2007

Human Resources Manager
Cloverleaf, Inc.
Jalan Pandanaran 51
Semarang 50242

Dear Sir/Madam,

I am seeking a position in your engineering department where I may use my training in computer sciences to solve engineering problems. Although I do not know if you have a current opening I would like to be a part of the department that developed the Internet selection system.

I expect to receive a bachelor of science degree in engineering from Semarang State University in June, when I will have completed the computer systems engineering program since September 2006, I have been participating, through the university, in the professional training program at computer systems international in Salatiga. In the program I was assigned to several staff sections as an apprentice. Most recently, I have been a programmer trainee in the engineering department and have gained a great deal of experience in computer applications. Details of the academic courses I have taken are contained in the enclosed resume.

I look forward to hearing from you soon. I can be contacted at my office (8442116 ext. 232) or via e-mail (marina.t@aol.com).

Yours sincerely

Marina

Marina Tumewu

Solve It!

A week after the interview, my sister got a call from the personnel manager saying that she ... as a secretary.

a. accepts
b. accepted
c. is accepted
d. was accepted

Taken from *Ujian Nasional* 2004/2005

- another
- successful
- questions
- interviewed
- engineer
- position
- unable
- interviewing
- applying
- experience

Cloverleaf, Inc.
Jalan Pandanaran 51 Semarang 50242

January 25, 2007

Marina Tumewu
Jalan Kertanegara 47
Semarang 50251

Dear Ms. Tumewu,

I am sorry that we are [1]_____ to offer you the position of computer systems [2]_____ for which you recently [3]_____.

We have selected [4]_____ person who has the type of [5]_____ we feel is necessary for the [6]_____. I enjoyed [7]_____ you and hope that you are [8]_____ in your employment search in the near future.

Thank you for [9]_____ at Cloverleaf, Inc. If you should have any [10]_____, please call me.

Sincerely,

Agus

Agus Mulyana
Human Resources Manager

Activity 21

Below is an example of business letters. Name the letter based on its content. Work in group and write a reply.

Know Your Stuff

There are several business letter formats, but all of them can be subdivided into two basic groups: the block format and various intended formats. Although the block format is somewhat more common, (perhaps because it is easier) either one is acceptable all conventional formats contain the same features.

Taken from *www.factosearch.com*

8 Spright Close
Kelvindale
Glasgow GL2 0DS
Tel: 0141-357 6857
23rd February 2007

Dr. M. Mansion
Department of Civil Engineering
University of East Anglia

Dear Dr. Mansion,

As you may remember, my job here at Longiron & Co is only temporary. I have just applied for a post as Senior Engineer with Bingley & Smith in Glasgow and have taken the liberty of giving your name as a referee.

I hope you will not mind sending a reference to this company should they contact you. With luck, I should find a permanent position in the near future, and I am very grateful for your help.

With best regards,

Helen

Yours sincerely,
Helen Lee.

Activity 22

Now, write and compose your own business letter. You may choose any types of business letter you like. You may consult your writing with your teachers'.

Grammar Review

Verbs Followed by *-ing* Forms

After some verbs we can use a*n -ing* form, but not normally an infinitive.

- I hope you will not *mind sending* a reference to this company should they contact you.

Some common verbs that are normally followed by *-ing* forms:

- like
- dislike
- hate
- love
- enjoy
- mind
- can't bear
- can't stand

These verbs and expressions are often followed by *-ing*:

- I *enjoy being* alone.
- Why do you *dislike living* here?
- I *don't like* people *shouting* at me.
- Ani *hates flying*.
- Regie *doesn't mind working* at night.

After love and can't bear, you can use *-ing* or *to + infinitive:*

- I *love meeting* people. *or* I *love to meet* people.
- She *can't* bear being alone. *or* She *can't bear to be* alone.

Activity 23

Answer these questions using the verbs given.

Examples:

Why do you never fly? (hate) *I hate flying.*

Why does Regie go to the cinema so often? (like) *He likes going to the cinema.*

1. Why do you always wear a hat? (like) I _____.
2. Why does Ani watch television so often? (enjoy) She _____.
3. Why do you never go to the cinema? (not/like) _____.
4. Why does Jaka take so many photographs? (like) _____.
5. Why don't you work in the evenings? (hate) _____.

Know How to

Writing Formal Letters

Write your address, but not your name, in the top right-hand corner.

Jalan Singasari 40
Semarang
40254
(0294)8446112

If you are giving your telephone number leave a line space between it and your address.

29 May 2008

Write the date like this, about 2 lines below your address and telephone number.

With the addres, include the name of the company, and the person in the company to whom you want your letter to be given.

The Manager
Sunset Superstore
Jalan Sultan Agung 12
Semarang
50242

Dear Sir

'Dear' is used to open all letters. Write 'Dear Sir' if you are writing to a person whose name you do not know, and 'Dear Sirs' if you are addressing your letter to a company.

SUMMER VACANCIES

The heading lets the reader know right away what the letter is about.

I should be very grateful if you could let me know if any vacancies for temporary work arise over the next six or eight weeks.

You will see from the enclosed CV that I am a student of English and have recent experience of work as a shop assistant where I was responsible for handling cash. I am fit, quick to learn new skills, and would be available for either day or night duites.

As a regular customer of Sunset I know that a high standard of personal hygiene and a smart appearance are of great importance. If you require a reference as to my honesty and reliability, this may be obtained from my landlady, Mrs. Sukesi Sudarmo, at the address given above, or from the manager of the company named in my CV.

I look forward to hearing from you.

This is a useful expression. It can be used when you are asking for something in a formal letter. The words '*look forward to*' are always followed by a verb ending in *-ing*.

Yours faithfully

If you are addressing the person by name (eg'Dear Mrs Bennet'), use 'Yours sincerely' instead.

Rosi Paulina
enc

Print your name below the signature, especially if your signature is difficult to read.

You write enc below your name to show you are sending another document with the letter.

Summary: Revisit This Unit

- **Writing business letters**
  - Parts of letters
    - Letterhead or sender's address
    - Date
    - Inside address
    - Letter body
    - Complimentary closing
    - Signature, printed name, and position of sender
- **Grammar review : Verbs followed by -ing forms**
  - I enjoy being alone.
  - Why do you dislike living here?

Reflection on Your Learning

After doing all activities, you may answer the following questions to check whether you have comprehended the learning materials in this unit.

1. What have you learned in this unit?
2. Can you mention some forms of business letters?
3. Have you been able to write a business letter?

If you find some difficulties while answering the questions, you can discuss them with your friends and consult your teacher.

Review 2

For each of questions 1-4 there is a picture and four statements about it on the tape. They are spoken two times, and are NOT WRITTEN out on your test book, so you must listen carefully. You must choose one sentence-a, b, c, or d - that best describe the picture.

1

Source: *daunpisang.blogsome.com*

2

Source: *main bola martyastiadi. files.wordpress.com*

3

Source: *www.fotografer.net.*

4

Source: *www.alpha-random.com*

For questions 5-10, you will hear several questions, followed by three responses. The questions and responses will be spoken two times. Choose the best response to each question.

Listen to the dialog and answer the questions by choosing the appropriate answer based on each dialog.

Dialogue 1 is for the questions 11-13.

11. What are the man and woman mainly discussing?
    a. A vacation.
    b. A budget.
    c. A company policy.
    d. A conference.
12. How is the woman traveling?
    a. By plane.
    b. By bus.
    c. By taxi.
    d. By car.
13. Why aren't the man and woman going together?
    a. The woman needs to arrive earlier.
    b. The man has to work overtime.
    c. The woman dislikes air travel.
    d. The man has to go to the bank first.

Dialogue 2 is for the questions 14-16.

14. What does the man have to do today?
    a. Visit his lawyer.
    b. Get a massage.
    c. Go to the doctor.
    d. Make an appointment.
15. What can be inferred from the conversation?
    a. The woman is the man's receptionist.
    b. The lawyer works in the same building.
    c. The woman has no deadlines today.
    d. The man and woman have a meeting this afternoon.
16. What does the woman offer to do for the man?
    a. Answer his phone.
    b. Call his lawyer.
    c. Pick up the newspaper.
    d. Take notes at the meeting.

For questions 17-20, listen to the monolog. Then answer the questions based on the monolog you hear.

17. Who is speaking do you think?
    a. Pilot.
    b. Tour guide.
    c. Ships captain.
    d. Sailor.
18. What should the passengers do before exiting the ship?
    a. Welcome the visitors.
    b. Check the time.
    c. Collect their personal items.
    d. Take a picture.
19. What does the speaker imply?
    a. The water was rough.
    b. The weather was poor yesterday.
    c. The tour went faster than usual.
    d. There is only one way to exit.
20. What will happen in five minutes?
    a. The ship will arrive at the dock.
    b. The passengers will go shopping.
    c. The passengers will take photos of the ship.
    d. The market will open.

Read the following dialogs. Then answer the questions.

Dialog 1 is for questions 21-23.

Assistant : Can I help you, Sir?

Rendy : Yes, certainly. I'm looking for leather shoes.

Assistant : Oh, you can see over there, Sir. Let me give you some.

Rendy : _____.

21. The best response for assistant expressions is _____.
    a. That's great. Well done.
    b. Yes I would like you to give me some.
    c. I want a beautiful shoes.
    d. Yes, please. Thank you very much.

22. What kind of expressions does the assistant say in the dialog?
    a. Introducing.
    b. Complementing .
    c. Offering.
    d. Thanking.

23. What does the assistant offer to Rendy?
    a. Shoes.
    b. Leather.
    c. Clothes.
    d. Help.

Dialogue 2 is for the questions 24 and 25.

Deni : Hi, Andi. Did you hear that Rudi fell off her motorcycles?

Andi : Oh really? That's terrible. Where is he now? Is he in the hospital?

Deni : Yes, he is in the Sumber Waras Hospital.

Andi : _____.

24. What is the best response for Deni's expressions?
    a. Well. I'm really sorry to hear this.
    b. Oh that's too bad. Was he hurt?
    c. Oh really? Wonderful.
    d. Wow, what a surprise!

25. What kind of expressions does Andi say to respond to Deni's bad news?
    a. Surprise.
    b. Sympathy.
    c. Happy.
    d. Showing attention.

Dialog 3 is for the questions 26-28.

Customer : Excuse me. Could you show me how this vacuum cleaner works?

Shopkeeper : It's very easy. First, you make sure the power is turned off. Then, this clip is pressed down. The back is lifted off, and then the dust bag is taken out like this.

Customer : Oh that is easy. OK fine. I think I'll take this one. Can it be delivered.

Shopkeeper : Sure. We can deliver it right away to your home.

Customer : Fine.

26. What does the customer ask to the shopkeeper?
    a. How to operate machine.
    b. How to operate washing machine.
    c. How to operate washing vacuum.
    d. How to operate vacuum cleaner.

27. How many steps of instructions does the customer explain?
    a. Two.
    b. Three.
    c. Four.
    d. Five.

28. The following are the instructions of using vacuum cleaner, EXCEPT _____.
    a. It's very easy
    b. Make sure the power turned off
    c. Pressed down the clip
    d. Then the dust bag is taken out like this

Questions 29-32 are based on Text 1.

Text 1

Sid's Stationary
2 Smythe St, Toronto, Canada M1B 5T6
Tel: (416) 295-1725

December 1st, 2007

Kerry Michaels
1 Stevens Rd.
Scarborough, Ontario, Canada M1E 4H7

Dear Ms. Michaels:

Holiday Sale Seasons Greeting

As a [29]_____ customer, we wanted you to be among the first to know about our upcoming holiday sale. All craft paper, specialty printer paper, and decorative envelopes will be [30]_____ by 50% for the month of December.

As per tradition at Sid's Stationary, we will be having a draw. This year the grand prize is a 2-night stay for two at the Meridian Inn [31]_____ Toronto Island. The winner will receive a free double occupancy stay in the penthouse suite as well as a free dinner on the moonlit patio. Money from ticket sales will be [32]_____ to The Family Foundation, a local organization that provides food and clothing to those who need it most this month.

We look forward to seeing you this season.

Yours truly,

Manager

29. a. value
    b. valued
    c. valid
    d. validated

30. a. reduce
    b. reduces
    c. reduced
    d. reducing

31. a. through
    b. on
    c. over
    d. at

32. a. purchased
    b. donated
    c. funded
    d. collected

Questions 33-36 are based on this Text 2.

Text 2

DISCOUNT SHOE EMPORIUM

MEMORANDUM

TO: Sales Staff

FROM: Management B.K.

DATE: OCTOBER 9th, 20--

SUBJECT: FLYER MISPRINT

Please be aware that there was a misprint in an advertisement for our store in this week's local free press. The ad states that on Saturday all men's formal footwear is on for 55% percent off rather [33]_____ 15% off.

If customers come in and ask about this sale, please [34]_____ and explain the printing error. Offer them an additional 5% off coupon to thank them for coming into [35]_____ store. The coupon can be given out even if the customer decides not to purchase any shoes.

Please call a manager to the sales floor [36]_____ you encounter any customers who have the ad with them and demand to receive the 55% discount. These cases will be handled on an individual basis.

Thank you.

B.K.

33. a. that
    b. than
    c. then
    d. they're

34. a. apologize
    b. compromise
    c. categorize
    d. analyze

35. a. your
    b. our
    c. her
    d. my

36. a. because
    b. whether
    c. if
    d. before

Questions 37-38 are based on Text 3.

Text 3

Memorandum

To: Supervisors

From: Judy Linquiest, Human Resource Manager

Sub: Probation periods

As of January 1st all new employees will be subject to a 3 month probationary period. Medical, holiday, and flextime benefits will not apply to new staff members until the full 3 months have expired. After the three months have been completed, please contact your employees and inform them that their probationary period has ended. The HR department will contact you by e-mail 2 days in advance to remind you of the date. Thank you for your cooperation.

37. What is the main purpose of this memo?
    a. To inform all employees of a new expiration date.
    b. To put staff members on probation.
    c. To introduce the HR department.
    d. To inform supervisors of a change in policy.

38. When does the change come into effect?
    a. Today.
    b. In 2 days.
    c. In 3 months.
    d. On January 1st.

Questions 39-41 are based on Text 4.

Text 4

FREE
SUNGLASSES
AND CASE

Purchase a 12 month subscription to Vacation the Nation today and receive a free pair of Sunnies Sunglasses with your very own soft leather case.

* To get your free Sunnies follow these 3 easy steps.

1. Purchase a copy of Vacation the Nation, New York's #1 travel magazine.
2. Fill out the application card (found in the center of the magazine).
3. Mail the card and $21.95 US to the address provided.

* This is a limited time offer only. Application and funds must be received no later than Dec 1st 2007. Canadian residents should add $3 US for shipping. Offer not available for residents outside of North America.

39. What is this advertisement for?
    a. A summer trip.
    b. A travel company.
    c. A special deal.
    d. A free magazine.
40. How much do the sunglasses cost?
    a. They are free with a subscription.
    b. They cost $1.
    c. They cost $3 Canadian.
    d. They cost $21.95 US.
41. Who cannot benefit from this special deal?
    a. Canadians.
    b. UK residents.
    c. North Americans.
    d. US residents.

Questions 42-45 are based on Texts 5 and 6.

Text 5

To: "The Shoe People" <inquiries@shoepeople.com>

Cc:

From: "John Trimbald" <jtconstruction@img.com>

Subject: Customer Complaint

To Whom It May Concern,

I have trusted the Shoe People to protect the feet of my employees for over ten years now. I recently purchased a few pairs of boots from your company for my crew. Though my men were initially satisfied with the boots, the soles began to fall apart on them after just twelve weeks. This was extremely surprising considering they came with a six year warranty. The boots are unsafe to wear because my men are pouring hot concrete. Please respond as soon as possible with instructions on how I can return the boots and receive a refund.

Thank you,
John Trimbald
John Trimbald, Foreman, JT Construction

Text 6

The Shoe People
22 Circular Rd.
Castlerock, Northern Ireland
BT51 6TP
John Trimbald

JT Construction
22 Mark Lane Rd.
London, England
EC3R 4BT
January 3rd, 2007

Dear Mr. Trimbald,

Thank you for your e-mail concerning the poor quality of our rubber soled black workboots. A representative will be by your office next week to pick up the damaged boots. We apologize for any inconvenience this has caused you and your crew. Along with five new pairs of workboots for your crew (we included one extra pair), we have enclosed a free year's supply of sole protector spray. In our retail stores, this spray is always recommended to buyers who work on heated floors. This should have been brought to your attention at the time of your initial order (received by telephone on October 12, 2006). Please excuse our oversight. To date we have had no complaints about these workboots from customers who have used the protector spray. However, should you use the spray and find that you are still unsatisfied with the boots, please return the boots and spray for a full refund. Thank you for supporting The Shoe People. Have a Happy New Year.

Sincerely,

Stan Mason

Stan Mason, President

42. Which company was unsatisfied?
    a. Stan Mason's company.
    b. The Shoe People.
    c. JT Construction.
    d. The sole company.
43. How many people are on John Trimbald's crew?
    a. Four.
    b. Five.
    c. Six.
    d. Twelve.
44. What is the spray used for?
    a. To protect the boots from water.
    b. To protect the soles from heat.
    c. To protect the floors from soles.
    d. To protect the boots from rubber.
45. What should John Trimbald do if he remains unsatisfied?
    a. Return just the spray.
    b. Call the President.
    c. Mail another letter.
    d. Request a refund.

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Unit 1

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Publisher's Documentation
www.ufcw.org
photos.igougo.com
Page 5 *Publisher's Documentation*
www.colteng.com
CD image
Page 9 *RDI*, May 2007
RDI, March 2007
Page 14 *Tempo*, January 28, 2007
Tempo, March 26, 2007
Tempo, January 8, 2007
Tempo, April 9, 2007

Unit 2

Page 19 *Stockbyte*
Page 20 *respati-hotel.com*
Page 22 *www.mvbs.com*
Page 25 *www.rspsnt.com*
Page 31 *Stockbyte*
Page 36 *www.peaktravel.com*

Unit 3

Page 39 *SWA*, February 8, 2005
Page 42 *www.masternewmedia.org*
Page 45 *www.images.google.co.id*
Page 46 *www.kamase.org*
Page 48 *www.images.google.co.id*

Unit 4

Page 59 *www. prospektus.its.ac.id*
Page 60 *UMAX Astra 2000U/P Owner's Guide*
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Page 83 *ohmyapt. apartmentratings. com*
Page 87 *Pilar,* December 4,2001

Unit 6
Page 101 *Tempo,* December 12, 2004
Page 104 *Publisher's Documentation*
Page 105 *CD Image*

Unit 7
Page 117 *Stockbyte*
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Review 2
Page 143 *daunpisang. blogsome. com*
mainbolamartyastadi. files. wordpress. com
www. fotografer. net
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Glossary

adjust /ə'dʒʌst/ (v)	to become or to make somebody or something suited to new conditions; to adapt oneself or something
advertisement /əd'vɜ:tɪsmənt/ (n)	a public notice offering or asking for goods, services, etc
applicable /ə'plɪkəbl/ (adj)	relevant, appropriate or suitable
assemble /ə'sembl/ (v)	to come together or bring people or things together as a group; to fit together parts of something
attention /ə'tenʃn/ (n)	the action of turning one's mind to something or somebody or noticing something or somebody
audience/'ɔ:diəns/ (n)	a group of people who have gathered together to hear or watch somebody or something
briefing/bri:fɪŋ/ (n)	a meeting for giving instructions or information to people
billing /bɪlɪŋ/ (n)	a written statement of money opened for goods or services supplied
blue collar/blu: 'kɒlə(r)/ (adj)	or of relating to people doing practical work or work requiring physical strength
career/kə'rɪə(r)/ (n)	a job or profession, especially one with opportunities for progress or promotion
certification /ˌsɜ:tɪfɪ'keɪʃn/ (n)	the action of certifying or state of information to people
clerical/'klerɪkl/ (adj)	of or done by a clerk or clerks
clerk /kla:k/ (n)	a person employed in an office, a shop, etc to keep records, accounts, etc
client/'klaɪənt/ (n)	a person who uses the services of a professional person or organization ; a customer
company/'kʌmpəni/ (v)	a group of people working together for business or commercial purposes ; a business organization
complaint /kəm'pleɪnt/ (n)	a reason for not being satisfied
complementary/ˌkɒmplɪ'mentri/ (adj)	combining well to form a balanced or attractive group or whole
confirm/kən'fɜ:m/ (v)	to provide evidence or state that a report, an opinion, etc is true or correct ; to establish the truth of something

connect/kə'nɛkt/ (v)	to come or bring something together or into contact ; to join
department/dɪ'pa:tmənt/ (n)	a division of a large organization such as a government, business, shop, university, etc
departure/dɪ'pa:tʃə(r)/ (n)	leaving or going from a place
deposit/dɪ'pɒzɪt/ (n)	the sum that somebody pay's in advance, in case they damage or lose something they are renting
director/də'rektə(r)/ (n)	a person who directs or controls a group of people working together or an institution, a college, etc.
discard /dɪs'ka:d/ (v)	to trow something out or away
elaborate/ɪ'læbərət/ (adj)	very detailed and complicated ; carefully prepared and finished
elect/ɪ'lekt/ (v)	to choose somebody by voting
emphasis /'emfəsɪs/ (n)	the force or stress given to a word or words when spoken, especially in order to make the meaning clear or to choose importance
established /ɪ'stæblɪʃd/ (v)	to begin something on a firm or permanent basis
executive /ɪg'zekʃətɪv/ (n)	a person or group working in administration or management in a business organization, trade union, etc
flush /flʌʃ/ (v)	to clean especially a toilet or drain by causing a sudden flow of water to pass through it
furnish/'fɜ:nɪʃ/ (v)	to provide or to supply somebody or something with something
guarantee/ˌgærənti:/ (n)	an item of value offered as security for currying out the conditions in a guarantee especially as part of a legal agreement
housekeeper /'haʊski:pə(r)/ (n)	a person, especially a women, who is employed to shop, cook, clean the house, etc
inquiry/ɪn'kwaɪəri/ (n)	a request for help or information about somebody or something
labor /'leɪbə/ (n)	work, especially hard physical work; workers especially these who work with their hands, as a class or a political force
maintain/meɪn'teɪn/ (v)	to keep something in good condition or working order by checking or repairing it regularly
office worker /'ɒfɪsə 'wɜ:kə(r)/ (n)	a person who works, especially one who does a particular type of work in the office
officer /'ɒfɪsə/ (n)	a person with a position of authority or trust, example in the government or a society

operate/ˈɒpərreɪt/ (v)	to work ; to function
opportunity /ˌɒpəˈtjuːnəti/ (n)	a favorable time, occasion, or set of circumstances for doing something
overtime /ˈəʊvətaɪm/ (n)	time worked in addition to one's normal working hours
permit/ˈpɜːmɪt/ (v)	to give permission for something ; to a low something
press /pres/ (v)	to push something or to be pushed closely and firmly against something
press release/pres rɪˈliːs/ (n)	an official announcement or account of something given to the press, example by a government department, political party or business firm
present /prɪˈzent/ (v)	to offer or express something in speech or writing
presentation /ˌprezn̩ˈteɪʃn/ (n)	the way in which something is presented
professional /prəˈfeʃənl/ (n)	a person qualified or employed in one of of the professions
propose /prəˈpəʊz/ (v)	to offer or put forward something for consideration ; to suggest something
protect /prəˈtekt/ (v)	to keep somebody or something safe from harm, injury, etc
plug in /plʌg ɪn/ (v)	to connect something to the electricity supply
qualified /ˈkwɒlɪfied/ (adj)	having completed the necessary training or passed an examination in order to enter a particular profession
qualification /ˌkwɒlɪfɪˈkeɪʃn/ (n)	a quality or skill that makes somebody suitable for a particular job or activity
record /rɪˈkɔːd/ (v)	to perform music so that it can be preserved on tape and reproduced later
recommendation/ˌrekəmenˈdeɪʃn/ (n)	a statement letter, etc that recommends somebody or something, especially a person for a job
recruitment /rɪˈkruːtmənt/ (n)	to find new people to join a company, an organization etc
receptionist /rɪˈsepʃənist/ (n)	a person employed to make appointments and receive clients or visitors in a hotel, office building, etc
rehearsal /rɪˈhɜːsl/ (n)	a practice, performance of something example a play or piece of music
reserve /rɪˈzɜːv/ (v)	to order a seat, table, etc for use by a particular person at a future time

reservation/ˌrezə'veɪʃn/ (n)	a reserved seat, room, etc
residence /'rezɪdəns/ (n)	a house especially a large or impressive one
salutation /ˌsælju'teɪʃn/ (n)	greeting or respect. the word used in a letter to address the person being written to, example Dear Sir
scrub/skrʌb/ (v)	to clean something thoroughly by rubbing it hard, especially with a brush and soap and water
secretarial /ˌsekrəteəriəl/ (adj)	of or for secretaries or their work
self employed /ˌself ɪm'plɔɪd/ (adj)	working independently for customers or clients and not for an employer
shift /ʃɪft/ (n)	a period of time worked by a group of workers who start work as another group finishes
speech /spi:tʃ/ (n)	a formal talk given to an audience
stall /stɔ:l/ (n)	a table or small shop with an open front from which things are sold in a market in a railway station, etc
splatter /'splætə(r)/ (v)	to speak or say something in a quick confused way, example from excitement or anger; to make a series of spitting sounds
submit /səb'mɪt/ (v)	to give something to somebody/something so that it may be formally considered or so that a decision about it may be made
supervisor/'su:pəvəɪzer/ (n)	a person who supervises somebody or something.
surface /'sɜ:fɪs/ (n)	the out side part of something
survey /sə'veɪ/ (n)	a general view, examination or description
technician /tek'nɪʃn/ (n)	a person who is skilled in maintaining a particular type of equipment or machinery
ticket /'tɪkɪt/ (n)	a written or printed piece of card or paper that gives the holder a certain right example to travel by plane, bus, etc. or to seat in a cinema
toiletries /'tɔɪlətriz/ (n)	products used in washing, cleaning, one's teeth, etc. for example soap, shampoo, toothpaste, etc
travel agent /'trævl 'eɪdʒənt/ (n)	a person or firm whose job is making arrangements for people wishing to travel example obtaining tickets or reserving hotel rooms
unplug/ˌʌn'plʌg/ (v)	to take the plug of a piece of electrical equipment out of the socket
vendor/'vendə(r)/ (n)	a person who sells food or other small items from a stall in the open air

Index

Index of Subjects

A

advertisement 30, 86, 87, 88, 125, 127, 139, 141, 147, 156

although 34, 166

application 140, 167, 168

B

brochure 28, 159

business Letter 85

C

causative have 69

E

even though 122

I

in spite of 99, 100, 166

instruction 8, 61, 62, 107, 110, 114

J

job description 1, 11

M

manual 73, 144

P

preference 12, 15, 18, 68, 80

presentation 39, 43, 45, 46, 47, 48, 49, 50, 52, 55, 149, 164

procedure 61, 64, 65, 70, 72, 101, 103, 108, 109, 113, 115, 116,

R

report 5, 39, 40, 42, 43, 44, 46, 47, 48, 49, 50, 52, 53, 54, 55, 56, 57, 58, 76, 77, 81, 85, 90, 120, 147, 156, 163, 164

reservation 19, 20, 21, 22, 23, 24, 25, 29, 30, 31, 33, 34, 38, 29, 77, 78, 80, 150, 155, 156, 162, 163

S

standard operating procedure 35, 38

Index of Authors

I

Ibrahim, Farida J 107-108

R

Rakhmat, Jalaluddin 48

T

TiyagaRajah, Beatrice 107-108

Listening Script

Unit 1

Life at Work

Activities 2 and 3

You will work in a challenging and professional atmosphere. Among the tasks an economist may perform are: planning and conducting surveys to collect economic data through the use of such technologies as the Internet, client-server computer systems, and wide-area networking; collecting, reviewing, and analyzing economic data utilizing specialized methods and techniques; preparing technical reports, press releases and articles on economic phenomena; briefing the media, industry, labor and governments on economic data.

Activity 4

1. job
2. occupation
3. worker
4. officer
5. industry
6. company
7. business
8. employment
9. management
10. assistant

Activity 5

Rendy is studying computer science at a community college. He also works as a waiter in a restaurant. He is talking about his job to his friend.

Anton : Where are you going, Rendy?
Rendy : I'm going to work. I'm a waiter at a restaurant in town.
Anton : Do you like your job?
Rendy : Yes, but it's tough work actually.
Anton : I can imagine that.
Rendy : I'm on my feet for eight hours.
Anton : Oh, really? And how's the pay?
Rendy : I get good pay, and the guests often leave a tip.
Anton : The customer must like you.
Rendy : They do. I'm always friendly and polite.
Anton : Yeah. I think you are a nice guy. Good luck for your job.
Rendy : Thank you very much. I try to do my best.

Activity 6

1. Job: Mathematical Statisticians
   You will work in the areas of survey design and estimation. The work will include sample frame development, sample selection, non-response adjustment, estimation and measuring, both sampling and non-sampling error.
2. Job: Investigators
   You will conduct civil and criminal investigations of private pension, health care, and other employee benefit plans to ensure compliance with the fiduciary responsibility standards of the Employee Retirement Income Security Act of 1974 (ERISA), and the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPPA), the Consolidated Omnibus Reconciliation Act (COBRA), and other laws and regulations.
3. Job: Accountants/Auditors
   You will use the latest in accounting and auditing techniques to review financial information contained in annual reports filed by pension, health and other employee benefit plans for compliance with ERISA. In addition, you will conduct specific audits of thrift investment system funds under the Federal Employees' Retirement System Act (FERSA). You will also provide advice to plan administrators and the employee benefits field as a whole.
4. Job: Computer Programmers
   You will write programs using event-driven object orientated languages and tools.

Activity 7

a. Wage and Hour Compliance Specialists: You will conduct investigations and gather data about wages, hours, and other employment conditions or practices in order to determine compliance with the various Federal employee protection laws administered and enforced by the Wage and Hour Division. Where

violations are found, you may also recommend changes in employment practices to bring an employer into compliance. Duties also include providing outreach and education to assist employers to comply with labor standards.

b. Engineers (Mining, Chemical, Electrical): You will conduct studies, surveys, and evaluations regarding the safety of mines and related facilities and equipment from a mining engineering point of view.

c. Safety and Occupational Health Specialists: You will conduct inspections and perform other related duties to enforce Federal safety and health standards, utilizing a practical knowledge of engineering and scientific principles.

Activity 8

1. You will design, install, and operate the department's accounting systems: prepare and analyze financial statements, records, and reports; and examine accounts to attest that the financial statement fairly present the companies financial position.
2. You will work in any or all phases of the budget review and approval process, including analyzing existing or proposed legislation for fiscal implications. You may also study work programs to suggest changes for more effective and economical operation.
3. You will analyze problems or processes, design, and implement computerized systems.
4. You will procure the materials required to accomplish the departments' programs or negotiate and administer contractors in connection with grants or services. You will also review contract activities to assure compliance.
5. You will recruit, place, counsel, or train employees; classify and evaluate positions; and formulate and implement personnel policies which enable the department to carry out its mission most effectively.
6. You will have to deal with electrical equipment. You have to provide electrical power and repair the supply of electrical power.

Unit 2

Dealing with Clients

Activity 2

Hotel Clerk : Hello. Sunnyside Inn. May I help you?

Man : Yes, I'd like to reserve a room for two on the 21st of March.

Hotel Clerk : Okay. Let me check our books here for a moment. The 21st of May, right?

Man : No. March, not May.

Hotel Clerk : Oh, sorry. Let me see here. Hmmm.

Man : Are you all booked that night?

Hotel Clerk : Well, we do have one suite available, complete with a kitchenette and sauna bath. And the view of the city is great, too.

Man : How much is that?

Hotel Clerk : It's only 200 dollars, plus a 10% room tax.

Man : Oh, that's a little too expensive for me. Do you have a cheaper room available either on the 20th or the 22nd?

Hotel Clerk : Well, would you like a smoking or non-smoking room?

Man : Non-smoking, please.

Hotel Clerk : Okay, we do have a few rooms available on the 20th; we're full on the 22nd, unless you want a smoking room.

Man : Well, how much is the non-smoking room on the 20th?

Hotel Clerk : $80 dollars, plus the 10% room tax.

Man : Okay, that'll be fine.

Hotel Clerk : All right. Could I have your name, please?

Man : Yes. Bob Maexner.

Hotel Clerk : How do you spell your last name, Mr. Maexner?

Man : M-A-E-X-N-E-R.

Hotel Clerk : Okay, Mr. Maexner, we look forward to seeing you on March 20th.

Man : Okay. Goodbye.

Activity 3

1. I would like to reserve two tickets to Singapore, please.
2. Can I book a suite room for this evening?
3. Could I reserve a table for dinner tomorrow night?
4. I'd like to book a room with double beds for next week end.
5. Could I make a reservation of two business class tickets for Tuesday morning, please?

Activity 4

Receptionist : Prima Indah Hotel, good morning.
Toni Suripto : I'm Toni from Bandung. I would like to book double room for this weekend.
Receptionist : Fine. Wait a moment please. I will check it for you. OK, Sir. You are confirmed. You had reserved double rooms for next weekend. How long you will stay, Sir?
Toni Suripto : We will stay for two nights.
Receptionist : All right, Sir. May I have your full name and address?
Mr. Toni : Sure. The name is Toni Suripto. The address is on Sudirman street no. 58 Bandung West Java.
Receptionist : Could you give me your telephone number?
Toni Suripto : It's 801321529779.
Receptionist : OK, Sir. Thank you very much for your cooperation. We're looking forward to seeing you soon. Good bye.
Toni Suripto : You're welcome. Bye.

Activity 5

Reservation clerk: Elang Persada Airlines, good morning. May I help you?
Arya Pamungkas : Yes, do you have any flights to Pontianak next Tuesday afternoon?
Reservation clerk : One moment, please…. Yes, there's a flight at 4:45 p.m. and one at 6:00 p.m.
Arya Pamungkas : That's fine. Could you tell me how much a return flight costs? I'll be staying three weeks.
Reservation clerk : Economy, business class, or first class ticket?
Arya Pamungkas : Economy, please.
Reservation clerk : That would be Rp500,000.
Arya Pamungkas : OK. Could I make a reservation?
Reservation clerk : Certainly. Which flight would you like?
Arya Pamungkas : The 4:45 p.m., please.
Reservation clerk: Could I have your name, please?
Arya Pamungkas : My name is Arya Pamungkas, that's A-R-Y-A P-A-M-U-N-G-K-A-S.
Reservation clerk : Your phone number, please?
Arya Pamungkas : 0813333222601.
Reservation clerk : And your address, please?
Arya Pamungkas : Jl. A. Yani 17 Surabaya.
Reservation clerk: How would you like to pay, Mr Pamungkas?
Arya Pamungkas : Can I pay at the check-in desk when I pick up my ticket?
Reservation clerk: Yes, but you will have to confirm this reservation at least two hours before departure time.
Arya Pamungkas : I see.
Reservation clerk: Now you have been booked, Ms. Jones. The flight leaves at 4:45 p.m., and your arrival in Sydney will be at 9:25 a.m., local time. The flight number is NWA 476.
Arya Pamungkas : Thank you.

Activity 6

1. Could I have a ticket for tomorrow evening?
2. I'd like to a reserve two tables for next weekend. Can I make a reservation, please?
3. I would like to book a suite room for next holiday.
4. I have to go to China next week. Can I book a business class ticket, please?
5. Could you come on Sunday at 1.00 p.m. for the reservation?

Activity 7

Receptionist : Good afternoon, Marcopolo Hotel. May I help you?
Mrs. Siregar : Yes. I'd like to book a room, please.
Receptionist : Certainly. When would it be, Madam?
Mrs. Siregar : May the 11th.
Receptionist : How long will you be staying?
Mrs. Siregar : Three nights.
Receptionist : What kind of room would you like, madam?
Mrs. Siregar : Er… double with bath. I'd appreciate it if you could give me a room with a view over the valley.
Receptionist : Certainly, Madam. I'll just check. Yes, we have a room, the 5th floor with a really splendid view.
Mrs. Siregar : Fine. How much is the charge per night?
Receptionist : Would you like breakfast?
Mrs. Siregar : No, thanks.
Receptionist : It's Rp984,500 per night excluding tax.
Mrs. Siregar : That's fine.
Receptionist : Under what name would you like the reservation, please?
Mrs. Siregar : Mr. and Mrs. Siregar, that's S-I-R-E-G-A-R.
Receptionist : Okay, let me make sure I got that: Mr. and Mrs. Siregar. Double with bath for May the 11th, 12th, and 13th. Is that correct?
Mrs. Siregar : Yes, it is. Thank you.
Receptionist : Thank you for choosing Marcopolo Hotel and have a nice day. Goodbye.
Mrs. Siregar : Goodbye.

Unit 3

How's the Progress?

Activity 2

1. "Good morning, Ladies and Gentlemen…."
2. "Good morning, everybody. Today I'd like to talk about …."
3. "On this occasion, I'd like to present my report."
4. "Next, I'd like to tell you something about...."
5. "Thank you very much for your kind attention, Ladies and Gentlemen."
6. "My beloved teacher, friends, and audiences. Thank you very much for this opportunity."

Activity 4

"I'll start by describing the current position in Europe. Then I'll move on to some of the achievements we've made in Asia. After that I'll consider the opportunities we see for further expansion in Africa. Lastly, I'll quickly recap before concluding with some recommendations."

Activity 5

Board of Directors Meeting

(Managing Director's Speech)

Mr. Chairman and Gentlemen.

We have assembled here today on a very important schedule of agenda. There are two main points which we have to decide conclusively. The first is the amalgamation of our company with our competitor company, and the second is the choice of management.

There are indicators, that our main rival company is willing to amalgamate with us. If this happens, then we would be controlling about 70 percent of the market and our separate advertisement costs as well as our competitive sales commissions would go down. We would be saving costs by that way.

Secondly, though amalgamation will be a profitable proposition for both our companies, the question of management is the main issue. We can decide by votes in Directors' meeting as to who or rather which company official will

be recommended for the top executive post in the merged company.

Alternatively, we can make it a rule that each company will have the top administrator by turn, one after the other, year by year. This would appear to be a good arrangement, the only flaw being that the change of the top executive so often might not be a better plan for the continuity of the company policies, and the management of its affairs.

Nonetheless, we must decide these issues finally today, because day after tomorrow, I would be having lunch with the managing director of the other company. The Financial managers of both our companies would also be present.

Therefore, gentlemen tell me now what interactions I should have with my counterpart, so that after we have talked things over as the preliminary round, we may hold a joint meeting of the boards of directors of the two companies. That is all Gentlemen, we would meet again after lunch when I could have your uniform opinion on the issues.

Thank you, Gentlemen.

Unit 4

Activity 2

How to Operate This Machine?

1. Unpacking the Scanner

Package includes:

(1) Scanner with USB cable
(2) Power adapter (12V)
(3) Installation CD-ROM

2. Installing the Software

(1) Insert CD into your drive
(2) The software program automatically detects the language version of your Windows O/S and begins to install the same language version.

3. Installing

(3) Once the Setup program runs, follow the instructions.
(4) The last screen prompts you to restart Windows.

4. Connecting the Scanner

Plug the power adapter into the power receptor located at the back the scanner.

5. Connecting

(1) Plug the USB cable (flat end) into your PC's USB port
(2) Plug the power adapter into an electrical outlet

6. Connecting

Check connections after completion. Once completed, you are ready to scan.

Activity 3

1. 1 Plug the scanner's power adapter into an electrical outlet.
2. Insert the other end of this cable into the power adapter receptacle on the rear panel of the scanner. The power indicator on the front panel of the scanner should now be illuminated.
3. Plug your computer's power cable into an electrical outlet.
4. Turn your computer on.

Activity 4

1. stage in progress
2. a correct method of doing something
3. using hands
4. a spoken or written command of what must be done
5. a book that contains information and instructions about how to do something
6. to explain workings of something
7. order of things
8. means of doing something
9. a publication or a section of a magazine or newspaper that information on a subject
10. to put something in place

Activity 5

- Turn off the light.
- Plug in the cable.
- Push the button.
- Cut the paper into pieces.
- Stir the soup and add some salt and pepper.
- Roll the mixture with your hands.
- Chop the onions and fry them.
- Wear your seat belts.

Review 1

1. What is your job now?
2. How long does you work?
3. Could I meet Mr. Jack's secretary?
4. Are you work in this restaurant?
5. Good Afternoon. Bintang Hotel. Could I help you?
6. Garuda airlines. May I help you?
7. Could I see Mrs. Rudi this afternoon?
8. Could you come at 3 p.m. today for the arrangement with Mr. Rudi?
9. How long will you stay?
10. Could I meet Mr. yusa right now?

Unit 5

Dear Sir ...

Activity 2

- Letter head
- Address
- Closure
- Body of letter
- Salutation
- Signature

Activity 3

1. letter head
2. date line
3. inside address
4. attention line
5. salutation
6. body of letter
7. complementary
8. signature
9. identification
10. enclosure

Activity 4

KJZ, Inc.
45 Western Hills, CA 55445
July 26, 2007
Dear Miss Rihanna,
Your letter just arrived, and after reading it several times to be absolutely sure of its content, I can say how pleased I am with your decision to purchase your plywood products from us.

Ours is truly a business whose future depends upon the satisfaction of our customers. Welcome to that family. You can rest assured that we will strive to provide you with the fastest most efficient service, along with the highest quality products available.

Should you have any problems, or any ideas on ways that we can improve our service, please feel free to call upon me. Again, welcome aboard.
Sincerely yours,
Paris Hilton
Vice President

Activity 6

1. The address of Clinton B. Johnson is 551N. Whedbee Street Fort Collins, Co 80521.
2. The addressee of the letter is Clinton B. Johnson.
3. Architectural Wonders, LLC has offered a position to Clinton B. Jones.
4. At the end of June Mr. Johnson will go to work from Fort Collins.
5. Mr. Johnson are not very happy to be the employee of the Architectural Wonders.

Unit 6

Keep Up the Good Work

Activity 2

1. Switch of the power.
2. Turn the bulb anti-clockwise.
3. Take it out of the socket.
4. Look at it.
5. Test it.

Activity 3

Ita : What are wallplugs for?
Nova : They are for fixing screws to brick walls or concrete walls.
Ita : Why do we have to use them?
Nova : Because they give the screw a good grip.
Ita : How do you put the plug into the wall
Nova : First, mark the position of the object you want to hang on the wall. You can use a pencil or nail. Then make a hole for the wallplug.
Ita : What do I use to make a hole?
Nova : You can use a hammer and nail or an electric drill to make the hole.
Ita : What do I do after that?
Nova : Withdraw the nail or drill and clear away the loose dust. Next, push the wallplug into the hole.
Ita : Must it go in completely?
Nova : Yes. tap it gently with a hammer. It will go right in. You must not have it protruding from the surface of the wall.
Ita : What do I do next?
Nova : Insert the screw into the wallplug.
Ita : I use a screwdriver, don't I?
Nova : Yes, you do. Fixing wallplugs is easy, isn't it?
Ita : Yes!

Activity 4

Instructional Equipment/Electronics

Purchase orders to replace instructional equipment must be submitted with the original C-50 attached to furnish justification. Justification must be supported by a recommendation from maintenance to C-50 the equipment. Apple computers, Epson printers, laminators, and typewriter repairs should be submitted using a Work Request. Other equipment repairs such as IBM and Gateway computers, laser printers, image writers, etc. should be directed to Rehoboth Help Desk. Each piece of brocaded equipment must be submitted individually with a Work Request. The barcode must be entered on the Work Request. The equipment that requires repair must be clearly marked with an appropriate tag.

Activity 5

Pest Control Procedures

All pest control schedules are pre-scheduled on a three-week basis with special call-in requests to the Dispatch Services office. Notification of the scheduled dates is mailed out each semester so that someone is in the building on the scheduled dates. Since the treatment for pest control is not done during the school day, all technicians work from 10:00 am until 6:30 p.m. It should be noted that our pest control practices have changed from the traditional spraying method to IPM (Integrated Pest Management) techniques. These practices assure eradication of the source while meeting E.P.A. standards.

Unit 7

Sincerely Yours

Activity 1

A business letter is a letter written in formal language (English), usually used when writing from one business organization to another, or for correspondence between such organizations and their customers, clients and other external parties. The overall style of letter will depend on the relationship between the parties concerned;[1] however, there is a general consensus on style,[2] for example, Business letters usually follow a left-blocked format, other points of general style are outlined below.

Activity 2

First National Bank
223 Ames, Casper, WY 82676

August 30, 2007
Kelly Flanders
1795 Hisper Ln. #3
Casper, WY 82676

[1]Dear Ms. Flanders, I am sorry to [2]inform you that we could not [3]hire you as bank tellers. As you may know, we recently trough a major [4] expansion. However, we have filled all of our [5]tellers positions and do not [6]require any change in staff in the near [7]time. We will, however, keep your [8]application on file for future reference should an opening arise. Thank you for your [9]participation. If you have any [10]objection, please call me.

Sincerely,

Scott

Hiram Scott
Vice President Human Resources

Activity 3

1. letter head
2. date line
3. inside address
4. Salutation
5. identification
6. body of letter
7. attention line
8. complimentary
9. signature
10. enclosure

Activity 5

Persada Multicom
225 Setia Budhi Street Bandung
West Java Indonesia

June 19, 2008
Peter Hamilton
Global Software Company
179 Main Road Singapore

Dear Sir

We are interested in becoming distributors for your software products in Indonesia, especially in West Java region, would you please send us your latest catalogs, descriptive brochure, and terms?

We are a hardware company that would like to add software to our sales offerings.

We look forward to hearing from you soon.

Sincerely,

Arya

Arya Budhi
Chairman

Review 2

1. Look at the picture number one.
   a. A woman is buying a basket.
   b. Some apples are put in the basket.
   c. A man is weaving a rattan basket.
   d. The baskets are displayed on a shelf.
2. Look at the picture number two.
   a. The ball is under the tree.
   b. The football players are celebrating their victory.
   c. The kids are excitedly playing football.
   d. The kids are cutting the grass.
3. Look at the picture number three.
   a. The cars are being serviced.
   b. The students are waiting at the bus stop.
   c. Some people are injured in the car accident.
   d. People are crossing the road.
4. Look at the picture number four.
   a. A dancer is welcoming the guests.
   b. The girls are performing a traditional dance.
   c. The girls are dancing up and down with excitement.
   d. The children are dancing the waltz.
5. When will the train arrive?
   a. Sherlyl will depart at six.
   b. At 5.30 according to the schedule.
   c. I am leaving for Surabaya tomorrow.
6. What time does this stationer open?
   a. Yes, this store sells stationary.
   b. As far as I know, it opens at 9 a.m.
   c. You use it for writing.
7. I think English is interesting, isn't it?
   a. Yes, I always attend interesting lesson.
   b. No, my teacher doesn't speak English at all.
   c. Yes, I really like it.
8. What size do you wear in shoes?
   a. It's thirty-nine.
   b. Yes, I need a pair of shoes.
   c. I don't have them.
9. How about your trip to medan?
   a. It's okay. But I prefer to have tea.
   b. Great! I'll be back again someday.
   c. It sounds good. I pick you up at 5.
10. It will be a long weekend next week. What's your plan?
    a. We are going to go to Banyuwangi.
    b. We had a berbeque.
    c. He is having a meeting.

Dialog 1 (Questions 11-13)

Mr. Egy: Do you want to share a taxi to the airport? We can save on expenses that way, and as you know the company is trying to cut costs.

Saskia : Actually I'm not flying. I'm going to the conference by bus. I have to leave tomorrow because it's going to take two days to get there.

Mr. Egy: That's right. I forgot that you are afraid of flying. Are you taking a vacation day tomorrow?

Saskia : Well, I worked some overtime last week, so I just banked it instead of wasting a holiday day.

Dialog 2 (Questions 14-16)

Raymond : I have a doctor's appointment this afternoon. Are you going to be in the office, or do you have a meeting?

Yolanda : I'll be here. And, don't worry. I don't have much on for today, so I'll handle all of your calls.

Raymond : Thanks. I'm expecting a call from my lawyer. He's supposed to be sending me some changes to the contracts.

Woman : I'll make sure to take a detailed message if he calls. Is there anything you want to tell him?

Raymond : Well, you could remind him that I'm going to need to come downtown and sign a few papers in front of him. I'll have to set something up for next week.

Monolog (Questions 17-20)

Good morning, Ladies and Gentleman. This is your tour guide speaking. I hope you have enjoyed the cruise of the inner harbour today. We certainly had a nice day for it, especially compared to yesterday. The ship will be docking in approximately five minutes. Once we are docked, please collect all of your belongings and exit the ship. As a reminder, our group will be exiting to the right. Follow the north ramp all the way to the far end of the platform. Before heading to the farmer's market we will gather under the ferry terminal Welcome Sign for a group photo.

Answer Key

Unit 1
Life at Work

Activity 2

1. challenging
2. professional
3. economist
4. surveys
5. client-server
5. networking
7. specialized methods
8. press releases
9. labor

Activity 3

1. Various answers.
2. Using technologies such as the Internet, client-server computer system, and wide area networking.
3. To collect economic data.
4. Internet, client-server computer system, and wide area networking.
5. Collecting, reviewing and analyzing economic data.

Activity 5

1. Rendy is a waiter.
2. No, it isn't.
3. He works for eight hours.
4. He gets good pay.
5. Tips.
6. Because they always friendly and polite.
7. Because they must stand on their feet eight hours.

Activity 6

No.	Jobs	Description
1.	Mathematical statisticians	• work in the areas of survey design and estimation. • the work will include sample frame development, sample selection, non-response, adjustment, estimation and measuring.
2.	Investigators	• conducting civil and criminal investigations of private person, health care, and other employee benefit plans. • coordinating and providing support in civil litigation and criminal prosecutions.
3.	Accountants/ Auditors	• reviewing financial information contained in annual reports filed by pension, health and other employee benefit plans. • conducting specific audits of thrift investment system funds. • providing advice to plan administrators and the employee benefits field as a whole.
4.	Computer Programmers	writing programs using event-driven object orientated languages and tools.

Activity 7

1. Wage and Hour Compliance Specialists
2. Engineers (Mining, Chemical, Electrical)
3. Safety and Occupational Health Specialists

Activity 8

1. (a) accountants
2. (b) budget analysis
3. (c) computer programmers/system analysis
4. (b) contract/procurement specialists
5. (d) personnel management specialists
6. (a) electricians

Activity 11

1. people who work in an office.
2. relating to people doing practical work or work requiring physical strength.
3. done by a clerk or clerks.

4. relating to the management of an organization and to putting plans, decisions, etc. into effect.
5. the action of certifying or state of being certified
6. a period of time worked by a group of workers who start work as another group finishes
7. time worked in addition to one's normal working hours
8. of or for secretaries or their work
9. working independently for customers or clients and not for an employer
10. working in a job where you cannot use all your skills or where there is not enough work for you to do
11. having completed the necessary training or pass on examination in order to enter a particular profession.
12. working in an office rather than eg. operating machines in a factory

Activity 12

1. He was an auto mechanic.
2. He works in the special order department at the auto assembly plant.
3. No, he doesn't.
4. He works at night.
5. Yes, she does.
6. She is a hospital aide
7. Yes, she does. Because she enjoy to contact with patients.
8. Various answers.
9. Various answers.
10. Various answers.

Activity 16

1. Picture one: a man holding a water hose
   Picture two: a man holding a little child
2. Picture one: a fire brigade officer/a fire fighter
   Picture two: a doctor
3. A doctor does.
4. Lawyer, dentist, teacher etc.
5. Fire brigade officer/ fire fighter because when they putting off fire It sometimes risk their life.

Activity 17

1. a 2. b 3. a

Activity 20

1.	T	3.	F	5.	T	7.	F
2.	T	4.	T	6.	F	8.	F

Activity 22

1.	petroleum	5.	geology
2.	engineers	6.	economy
3.	reservoir	7.	drill
4.	petrology	8.	scientists

Activity 25

1.	d	3.	e	5.	h	7.	i	9.	f
2.	j	4.	b	6.	g	8.	c	10.	a

Activity 29

1. I'd rather go swimming.
2. I'd rather read a book.
3. I'd rather eat at home than at a restaurant.
4. I'd rather be waiting for a minute.
5. I'd rather cook dinner now than later.

Know How to

1. d 2. d 3. b

Unit 2

Dealing with Clients

Activity 2

1. travel agent; can I help you
2. make a reservations; possible
3. a moment; check it
4. like to reserve; ticket
5. would like; single room
6. reserve a two table
7. a reservation; Singapore next week

Activity 4

1. It is about hotel reservation.
2. Prima Indah Hotel.
3. A room.
4. I would like to book double room for his weekend.
5. She will check it for him.
6. For two nights.
7. His full name and address.
8. Various answer.

Activity 6

1.	a	3.	b	5.	b
2.	b	4.	b		

Activity 8

1.	T	3.	T	5.	F	7.	F
2.	F	4.	F	6.	T	8.	T

Activity 10

1. Handling reservation
2. Making reservation
3. Handling reservation
4. Making reservation
5. Handling reservation
6. Making reservation
7. Handling reservation
8. Making reservation
9. Handling reservation
10. Handling reservation

Activity 13

1. He wants to confirm his flight.
2. His flight number is 374.
3. He is going to Seoul.
4. The flight will be arriving at 4 o'clock p.m.
5. One hour before departure time.

Activity 17

1. a report or description of somebody or something in a newspaper article, Broadcast program, etc.
2. to supply or provide somebody/something with something.
3. begin on a firm or permanent basis.
4. to choose somebody by voting.
5. a written statement of money owed for goods or services supplied.
6. an official document that gives somebody the right to do something, especially to go somewhere.
7. relevant, appropriate or suitable.
8. to give something to somebody/something so that it may be formally considered or so that a decision about it may be made.
9. a sum of money paid into a bank.
10. a promise, usually in writing, that something will be done or that something is of a specified quality
11. confirming that something is true, correct or definite.

Activity 19

1. How to make an online hotel reservation.
2. Various answer
3. I should establish a user profile.
4. Telephone number, billing address, and credit card type, number and expiration date.
5. The hotel will ask to provide the Travel Agent I.D.
6. It will be automatically sent to SPIRIT and to the hotel I'd be staying at.
7. Yes, it is.

Activity 20

1. luxurious
2. fashionable
3. outstanding
4. sunning
5. intrepid
6. colorful

Activity 22

1. landscaped
2. outstanding
3. fun loving
4. modern
5. private
6. scenic
7. water-based
8. portable
9. relaxing
10. complimentary.

Know How to

a. I would like to reserve some rooms ay your hotel.
b. We are arriving in Alicante on 28 July.
c. We hope to stay for ten nights, leaving on 7 August.
d. My husband and I would like a double room, preferably with a balcony.
e. Our two teenage daughters require a twin room.
f. We understand that all your bedrooms are en suite.
g. Could you confirm this?
h. Is it possible to have rooms with a sea view.
i. Please let me know if you have rooms available for these dates.
j. I would also be grateful if you could tell me the price of each room?
k. I look forward to hearing from you.

Unit 3

How's the Progress?

Activity 4

Topics	No
Opportunities for futher expansion in Africa	3
Some of the achievements made in Asia	2
Some recommendations	4
Description of the current position in Europe	1

Activity 13

1. Various answers.
2. • blueprint:a photographic print of building plans, with white lines on a blue background
   • masterpiece:a task done with great skill, especially an artist's greater's work.
3. credibility: the quality of being generally accepted and trusted

Activity 15

1. practice presenting it at least once
2. learn to fill the room with my voice as described in lecture
3. concentrating on the sound of my voice
4. write the presentation and memorize it
5. so that it has normal pauses, emphasis and intonation.
6. to make my body sit for the presentation day
7. to be able to deliver the night explanation for the audience

Activity 16

1. understanding the power of understanding
2. overbearly (adv) very great, very strong
3. facts, information, etc. to be used in writing a book, as evidence, etc.
4. lesson a talk giving information about a subject to an audience or a class, often as a part of teaching program
5. focus to direct one's attention, effort, etc intensely on something, not thinking about other less important things
6. fearful not confident; afraid
7. a practice performance of something
8. remembrance to learn something well enough to remember it exactly
9. the force or stress given to a word or words when spoken, especially in order to make the meaning dear or to show importance
10. clumsy

Activity 18

1. T	3. F	5. T	7. F
2. T	4. T	6. F	8. T

Activity 20

1. Rendi said that he would submit his report immediately.
2. Shanti said that she didn't like working under pressure.
3. My boss said that our company had successfully achieved its target.
4. The manager said that the presentation was really good.
5. Ivan said that he thought he should look for a better job.
6. The secretary said that I had to make an appointment to meet the director.
7. Tuti said that she had no draft on her desk.
8. Leo said that he had taken a full time job.
9. Edi said that he would make a call tomorrow.
10. Tita said that she had seen a presentation yesterday.

Activity 21

1. Jaka asked, "Will you be at the meeting?"
2. Intan said, "Are you going to quit your job?"
3. My boss asked me, "Why aren't you working at your desk?"
4. The secretary said, "You may use the telephone."
5. My friend said, "You should take a long vacation."
6. The operator said, "You don't have enough credit to make a call."
7. Ivan asked, "Do you really love your job."
8. Adi asked, "Are you sick?"
9. Ari told Ira, "Wait for me after lunch."
10. Rini asked, "Denny, what time is it?"

Activity 23

1. d	3. e	5. f	7. c		
2. g	4. b	6. a			

Activity 24

1. Title	7. Findings/Analysis
2. Content page	8. Conclusions
3. Acknowledgement	9. Recommendations

4. Executive summary
5. Introduction
6. Methodology
10. Glossary
11. Appendix

Activity 25

1. Speech
2. Form and structure
3. Audience
4. Stories
5. Slides
6. Point of focus
7. Core message
8. Question
9. Concise

Unit 4

How Do You Operate This Machine?

Activity 2

1. c
2. d
3. a
4. e
5. f
6. b

Activity 3

1. Plug
2. cable
3. panel
4. illuminated
5. outlet

Activity 4

1. a
2. a
3. a
4. b
5. a
6. a
7. a
8. a
9. a
10. a

Activity 9

1. to work, to function
2. to turn off electricity or an appliance with a switch
3. to connect something to the electricity supply with a plug
4. to cause something to continue
5. to write down or put into a computer or on to film facts or events so that they can be remembered or or referred to in the future.
6. to keep somebody/something safe from harm, injury, etc.
7. to choose something carefully.
8. to become or to make something suited to new conditions.
9. to begin operating once again
10. to take the plug of a piece of electrical equipment out of the socket.

Activity 19

1. It's about how to set up an iMac.
2. A Mighty Mouse, an Apple Remote, and an AC Power Card.
3. Six Steps.
4. On the back of the iMac.
5. We have to use AirPort Extreme technology or choose help > Mac Help, and them choose Library > Airport Help.
6. Press the power (⏻) button.
7. It helps us enter our Internet and email information and set up a user account on our iMac.
8. It can help us automatically transfer files, applications, and other information from our previous Mac to our new iMac.
9. For making our desktop look the way we want.
10. Apple (🍎) > System preferences from the member.

Activity 20

1. "No, she had it cut."
2. "No, they had it painted."
3. "No, he had it repaired."
4. "No, he had it out."
5. "No, she had it installed."
6. "No, I had it taken."
7. "No, she had it washed."
8. "No, he had it done."
9. "No, she had it posted."
10. "No, I had it ironed."

Activity 21

1. have it cut
2. does he have his motor serviced
3. had his portrait painted
4. an interior decorator designed
5. these books arranged

Activity 23

1. the printed information that tells you how to use a piece of equipment etc
2. the correct or normal way of doing something.
3. to use and control a machine or equipment
4. one of the types of food you use to make a particular
5. to push something firmly against a surface
6. to start doing something instead of another person, or being used instead of another thing
7. to put all the parts of something together
8. to join one or more things together
9. to take out the wire, pipe. etc that connects a machine or piece of equipment to something
10. to put something inside or into something else

Activity 24

1. open	6. open	11. open
2. place	7. plug	12. refer to
3. place	8. fill	13. press
4. place	9. fill	14. start
5. unplug	10. place	15. close

Activity 25

1. Well, first you have to plug in the cord.
2. After that you connected the microphone to the tape.
3. Then you put in the tape on it.
4. And than tested the voice level recorder.
5. Finally pressed down the record and play button microphone.
6. Then you can begin to record it.

Review 1

1. d	11. c	21. c	31. c	41. d	51. b
2. b	12. d	22. c	32. b	42. b	52. a
3. d	13. d	23. c	33. c	43. b	53. b
4. c	14. d	24. c	34. a	44. d	54. d
5. b	15. b	25. d	35. c	45. c	55. c
6. d	16. b	26. c	36. a	46. a	
7. b	17. b	27. d	37. a	47. d	
8. c	18. b	28. c	38. c	48. a	
9. a	19. c	29. d	39. c	49. d	
10. a	20. b	30. c	40. a	50. a	

Unit 5

Dear Sir ...

Activity 3

2. date line	8. signature
4. attention line	10. enclosure
6. body of letter	

Activity 4

1. Paris Hilton.
2. Rihanna.
3. Paris Hilton tell Rihanna that she has received Rihanna's letter.

Activity 6

1. T	3. T	5. F		
2. F	4. F			

Activity 10

1. Mr. Jorgie.
2. Bandung.
3. Safety from chemical leaks in the field of chemical processing
4. To Iowa city.
5. Details of products and services together with references from other companies.

Activity 15

- Jim Dandy, Jr.
- Sales Department of Better widget Makers, Inc.
- February 3, 2007
- Better Widget Makers, Inc. and Dandy Manufacturing, Inc.
- Tiny Blue Widget, Deluxe Yellow Widget, Super Deluxe Red Widget
- $ 1,913.50
- 10 days from the date of the letter.

Activity 17

1. Surat penerimaan
2. Surat tanda terima
3. Surat penyesuaian
4. Surat lamaran pekerjaan
5. Surat aduan
6. Surat penawaran
7. Surat permintaan
8. Surat penolakan
9. Surat tanggapan terhadap aduan atau klaim
10. Surat penjualan

Activity 19

1. b	4. d
2. b	5. d
3. c	

Activity 24

1. letter head	5. body text
2. date line	6. complimentary
3. inside address	7. signature
4. salutation	

Activity 25

1. am available	6. assisted in
2. listed	7. will receive
3. am very interested in	8. is included in
4. gained	9. am seeking
5. completed	10. becontracted by

Activity 28

1. In spite of (*or* despite)
2. Although
3. although
4. In spite of (*or* despite)
5. in spite of (*or* despite)

Unit 6

Keep Up the Good Work

Activity 1

1. Doing the job
2. Picture1: doing operation
   Picture2: fixing the car
   Picture3: building a construction
3. Picture1: nurse uniform
   Picture2: mechanic Uniform
   Picture3: constructor Uniform
4. Yes, it does.
5. Yes, they do.

Activity 2

2. Turn the bulb anti-clockwise.
3. Take it out of the socket.
4. Look at it.
5. Test it.

Activity 3

1. b	6. i
2. f	7. a
3. c	8. d
4. g	9. e
5. h	

Activity 4

1. T 2. F 3. F 4. T 5. T

Activity 5

Pest control : pre-scheduled on a three-week
Notification : mailed out each semester
Technicians work : 10:00a.m.–6.30p.m.

Activity 14

1. It is about how to mend a fuse.
2. The fuse carriers.
3. To see if the wire is broken.
4. We can see two burnt-out ends of wire.
5. No, we can't.
6. Clockwise.
7. Replace the carrier in the fuse box.

Activity 15

1. fuse	6. clockwise
2. switch	7. choose
3. wire	8. end
4. pull out	9. turn on
5. nuts	10. lights

Activity 17

Paragraph 1 : Furniture in Portable Classroom
Paragraph 2 : Special Request
Paragraph 3 : Chairs of Loan

Activity 19

1 a. Is the switch working?
  b. Switch on the electricity.
  c. Repair it.
2. a. Is there any petrol in the tank?
  b. Drive the car away.
  c. Fill it.

Activity 21

1. If there is any water in the tank, turn on the tap. But if there isn't any water in it, you must fill it first.
2. If the pipes are blocked, unblock them. But if the pipes aren't blocked, use them.
3. If the wires are insulted, touch them. But if the wires aren't insulated, insulate them first.

Unit 7

Sincerely Yours

Activity 1

1. A business letter is a letter written in formal language (English). Usually used when writing from one business organization to another.
2. In formal language.
3. To keep the communication between two or more organization make.
4. The relationship between the parties concerned.
5. A left-blocked format.

Activity 2

1. Dear	6. require
2. inform	7. time
3. hire	8. application
4. expansion	9. participation
5. tellers	10. objection

Activity 3

1. letter head	6. body of letter
2. date line	7. attention line
3. inside address	8. complimentary
4. salutation	9. signature
5. identification	10. enclosure

Activity 9

1. Newspaper.
2. Her uncle.
3. Meli.
4. General clerical assistants.
5. No, it isn't.
6. Six hours.
7. Five days work.
8. Application letter.

Activity 11

Business writing

Activity 12

1. succinct
2. distinctly
3. crisp
4. discipline
5. informal
6. appropriate
7. insincere
8. important

Activity 13

1. F
2. T
3. F
4. T
5. F
6. F

Activity 15

Paragraph 1

Main ideas : Sentence 1

Supporting ideas : Sentences 3, 4, 5, 6

Paragraph 2

Main idea : Sentence 1

Supporting ideas : Sentences 2, 3, 4

Activity 16

1. the News and Observer
2. a position as an entry-level programmer at the center.
3. both in house and costumer documentation
4. Devry Institute of Technology in Atlanta
5. College's computer center
6. the application
7. his home address, his phone number or his email address
8. 6123 Farrington Road Apt. 1311 Chapel Hill NC 27514

Activity 17

1. a
2. b
3. b
4. b
5. c

Activity 20

1. unable
2. engineer
3. interviewed
4. another
5. experience
6. position
7. interviewing
8. successful
9. applying
10. question

Activity 23

1. I like wearing a hat.? I like to wear a hat.
2. She enjoys watching television.
3. I don't like going to the cinema.
4. He likes taking photographs.
5. I hate working in the evenings.

Review 2

1. d	11. a	21. d	31. d	41. c
2. c	12. b	22. c	32. c	42. c
3. d	13. a	23. d	33. b	43. b
4. b	14. c	24. b	34. a	44. b
5. b	15. a	25. b	35. b	45. d
6. b	16. a	26. d	36. c	
7. c	17. b	27. b	37. a	
8. a	18. c	28. a	38. b	
9. b	19. b	29. b	39. a	
10. a	20. a	30. c	40. d	

Communication Builder: English for Vocational School aims to assist you in learning processes by providing a number of learning materials and activities that will improve your English proficiency. The activities, exercises and text choices are deliberately customized to be suitable in any vocational contexts, such as engineering, economics, agriculture, tourism and other vocational contexts.

Communication Builder: English for Vocational School is composed based on literacy-based approach for all vocational competence programmes in which you will find activities which are systematically arranged in harmony with the learning process. The process is to bridge the students background knowledge and experiences with the materials to be given, expose you to authentic materials of language use, and have you work on activities both individually and in groups.
Hopefully, this book will help you learn English in communicative way.

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